



## New Hampshire eNotarization and/or Remote Notarization Technology Provider

Providers who complete and submit this form to the New Hampshire Department of State will be listed on the Secretary of State's web site. This completed form may be submitted by e-mail at: [elections@sos.nh.gov](mailto:elections@sos.nh.gov) or US mail to: Department of State, State House, Room 204, 107 N. Main St., Concord, NH 03301. All information provided on this form will be public.

[GoCertificates.com, Inc.](http://GoCertificates.com)

Provider Name (name must be the same as listed on the Certificate of Good Standing)

2400 Park Drive, Suite 102, Harrisburg, Pennsylvania 17110

Provider Physical Address

2400 Park Drive, Suite 102, Harrisburg, Pennsylvania 17110

Provider Mailing Address

Richard Huber, CEO

Name and Title of Provider's Contact Person

717-909-8501 OR 717-979-6630

[rhuber@genesisinfo.com](mailto:rhuber@genesisinfo.com)

Contact Phone Number

Contact Email

[www.NotariesOnDemand.com](http://www.NotariesOnDemand.com)

Provider Website (the Secretary of State's web site will list the provider name and this URL)

Provider Will Offer (check all that apply):  eNotarization  Remote Notarization

1. The Provider must be registered to do business in New Hampshire. RSA 293-A:15.01.

Information is available online: <https://quickstart.sos.nh.gov/online/Account/LandingPage>

Attach a Certificate of Good Standing issued by the Corporations Division.

<https://quickstart.sos.nh.gov/online/Account/LoginPage?LoginType=OrderCertificateofGoodStanding>

2. Providers must require a notary using their service to have a digital certificate. Will you:

Require the digital certificate provider to be accredited by Direct Trust; or

Require the digital certificate provider to meet industry standards that comply with the law (attach explanation documenting that your requirements satisfy the law).

See attached explanation included in the general NotariesOnDemand information.

3. New Hampshire law requires that an audio-visual recording of a remote notarization and a journal be created and preserved for ten years. Will you create and preserve the recording and journal as an element of your services?

Yes  No  If you answer no, we recommend that your contract with the notary explicitly provide

that the notary has these responsibilities.

The proposed contract clearly places the journaling requirement on the notary; however NOD will maintain a separate record as a backup.

4. Describe the plan for disposition, including but not limited to the retention, storage of documents, or transfer to the Secretary of State of journals and recordings in the event ten years have not passed since the notarization and the Provider no longer provides the storage for any reason.

The proposed solution is to retain the records for the period of ten (10) years. NotariesOnDemand will contact the notary and offer to transfer the documents in its possession should the notary wish to store the documents elsewhere.

By submitting this application, the Provider agrees to:

1. Comply with the laws that govern New Hampshire Notaries Public and Justices of the Peace.
2. Promptly notify the New Hampshire Department of State of any change in technology that places the Provider out of compliance with any applicable New Hampshire law or industry regulation.
3. Prohibit the use of any eNotarization or Remote Notarization system for any New Hampshire Notary Public or Justice of the Peace whose commission is no longer active.
4. Promptly notify the New Hampshire Department of State by re-submitting this form if any information provided herein changes during the period in which the Provider is doing business in New Hampshire and indicate the change that has occurred.

The Provider hereby verifies that its system complies with the credential analysis and authentication provisions of the Standards for Remote Online Notarization (Version 1) adopted by The Mortgage Industry Standards Maintenance Organization on August 28, 2019.

I declare under penalty of unsworn falsification pursuant to the laws of the State of New Hampshire that the foregoing is true and correct.

Richard J. Huber CEO  
Provider Representative's Signature

8-15-2022  
Date

Richard J. Huber  
Provider Representative's Name (printed)



*By: GoCertificates.com, Inc., A Pennsylvania Corporation*

Company Information in Support of its Request for  
Authorization as a  
Remote Notary Communication Technology Vendor

Submitted on June 16, 2022 by:

GoCertificates.com, Inc.

2400 Park Drive

Suite 102

Harrisburg, PA 17110

POC: Richard Huber, CPA President & CEO

Phone Number: (717) 909-8501

Email: [Rhuber@genesisinfo.com](mailto:Rhuber@genesisinfo.com)

Executive Summary

Thank you for allowing GoCertificates.com ("GoCertificates"), Inc. to provide the following information regarding its product NotariesOnDemand.com ("NOD").

NOD is a web-based, online remote notarization solution developed by GoCertificates. Currently, NOD is approved for use by Notary Publics performing remote notarial acts, who are licensed in Pennsylvania, Texas, Oregon and Maryland. Additionally, NOD is available to the public in any state that shares reciprocity with, and honors remote notarizations performed by Notaries acting within their respective jurisdictions.

Fully commissioned Notaries operating from NOD's current authorized jurisdictions act as contractors to provide notarial services to the public. The following pages outline NOD's processes and functionality.

Respectfully submitted by,

*Richard J. Huber*  
Richard J. Huber, CPA  
CEO  
GoCertificates.com, Inc.



## Overview

Notaries on Demand provides customers with a quick and easy solution to have documents notarized online.

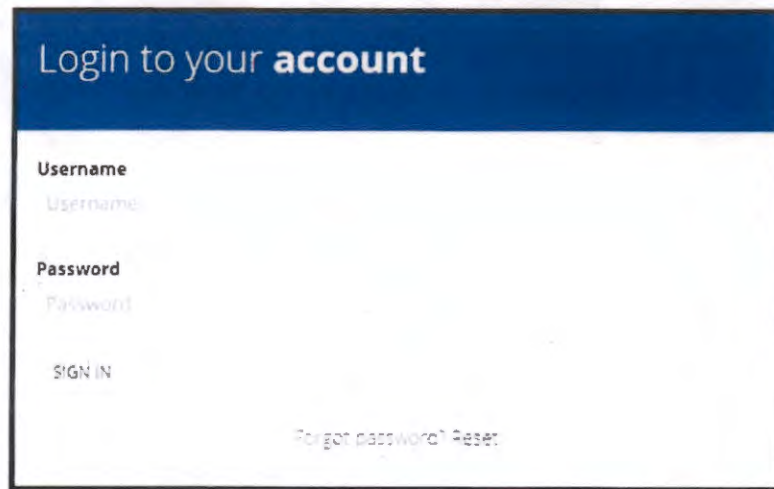
- Notarizations are performed in conformance with the laws of the State where the Notary resides.
- Users will create an account on Notaries on Demand.
- Users then will upload the document that is to be notarized.
- A Notaries on Demand staff member will review the document and ensure that it is eligible to be electronically notarized.
- Once the document is accepted, the user will be directed to the two-step identification authentication procedure.
- The first step will require the user to correctly answer 5 authentication questions based off the information entered. This process is performed by Electronic Verification Systems, LLC ("EVS") (<https://www.electronicverificationsystems.com/>).
- Upon passing this step, the user is then passed to Evident ID, Inc. ("Evident") (<https://www.evidentid.com/>).
- for the second step of identity verification. The user will upload their ID to Evident as well as a picture of themselves ("Selfie"). Evident will then verify the identity and send a pass or fail.
- If the user passes, a staff member will schedule a video chat to finalize the notarization.
- A Notaries on Demand notary will then conduct a recorded Zoom call with the user. During the call, the user will share their screen and create an electronic signature.
- The Notaries on Demand notary will then affix their seal to the record and securely upload it back into the portal on the website.
- Fee is \$25 per session.

**Notaries on Demand also offers a full customer service experience where an online concierge will walk a customer fully through the process via whichever method the customer prefers: online chat, phone, or video conference.**

Link to NOD Homepage: <https://www.notariesondemand.com>

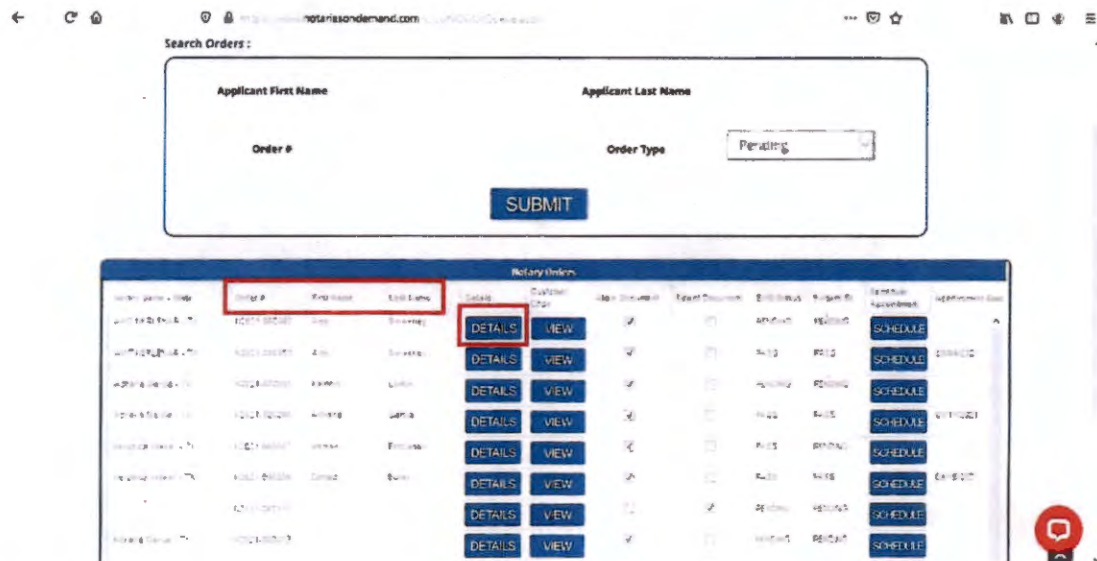
## Process

1. The Notary Receives an Email advising them that a customer has uploaded a new document to be notarized into NOD's secure web portal.
2. The Notary will log into their account using their username and password as seen below.



The screenshot shows a login form with a blue header that says "Login to your account". Below the header, there are two input fields: "Username" and "Password". Below the "Password" field is a "SIGN IN" button. At the bottom of the form, there is a link that says "Forgot password? Reset".

3. After logging in, the Notary is redirected to their dashboard which will display their Pending Orders. The Notary can click on "View" for the order and this will allow the Notary to review the document that the customer would like to have notarized. The upload needs to be valid and fall under the guidelines of the Notary's respective notarization laws. After review, the notaries can select "Allow Document" if it is acceptable. If the document does not conform to the criteria to notarize for the Notary's State, the document will be rejected.



The screenshot shows the Notary Orders dashboard. At the top, there is a search bar with the text "Search Orders:". Below the search bar, there are two input fields: "Applicant First Name" and "Applicant Last Name". There is also an "Order #", "Order Type", and a dropdown menu set to "Pending". A "SUBMIT" button is located below the search fields.

Below the search fields is a table titled "Notary Orders". The table has the following columns: Order #, Applicant, App State, App Date, Details, Customer Order, App Submitted, Export Document, Bill Status, Signer ID, Schedule Appointment, and Appointment Date. The table contains several rows of data, each with a "DETAILS" button and a "VIEW" button. The "DETAILS" button for the first row is highlighted with a red box.

Order #	Applicant	App State	App Date	Details	Customer Order	App Submitted	Export Document	Bill Status	Signer ID	Schedule Appointment	Appointment Date
1021430240	John	Illinois	10/21/2020	DETAILS	VIEW	✓	□	APPROV	10/21/20	SCHEDULE	
1021430250	John	Illinois	10/21/2020	DETAILS	VIEW	✓	□	APPROV	10/21/20	SCHEDULE	
1021430260	John	Illinois	10/21/2020	DETAILS	VIEW	✓	□	APPROV	10/21/20	SCHEDULE	
1021430270	John	Illinois	10/21/2020	DETAILS	VIEW	✓	□	APPROV	10/21/20	SCHEDULE	
1021430280	John	Illinois	10/21/2020	DETAILS	VIEW	✓	□	APPROV	10/21/20	SCHEDULE	
1021430290	John	Illinois	10/21/2020	DETAILS	VIEW	✓	□	APPROV	10/21/20	SCHEDULE	
1021430300	John	Illinois	10/21/2020	DETAILS	VIEW	✓	□	APPROV	10/21/20	SCHEDULE	

4. Once the document is granted approval, the customer is notified and is prompted to make their payment. Each session is \$25. Once payment has been made, the two step Identification Verification will begin.
  - a. After payment, the user is sent to the Knowledge-Based Authentication (“KBA”) provided by EVS.
    - i. Here, the User should have 2 minutes to answer a minimum of 5 multiple choice questions.
    - ii. User must achieve a minimum score of 80% to proceed to the next step.
    - iii. If successful: User moves to the credential analysis provided by Evident ID.
    - iv. If unsuccessful: User has one more chance at the KBA.
    - v. If fails second attempt: User must be blocked from the site for 24 hours.
    - vi. If passes second attempt: User moves on to the credential analysis.
  - b. At the credential analysis portion, the User will be directed to Evident and prompted to take a picture of their government issued ID and take a Selfie.
    - i. Evident will have the User take these pictures with their cell phone.
    - ii. Evident’s software will run biometrics and compare the ID photo with the Selfie.
    - iii. Evident will provide the Notary with a report on their findings.
5. After both Identity Verifications are successful, the Notary will be permitted to schedule an appoint to occur over Zoom. The Notary will work with the customer to schedule a mutually agreed upon time to perform the notarial act. A link to the password protected Zoom Meeting will be sent to the customer.
6. At the beginning of the scheduled meeting, the Notary must inform the customer that the meeting is being recorded. If the customer does not wish to be recorded, the Notary must inform the customer that this is required by law. If the customer still objects, the notarization will not occur, and the customer will effectively have cancelled their order. The customer will not be refunded in this scenario.
7. Once the customer agrees to continue the session, the Notary can prepare the document for notarization. The Notary will first download the document from the NOD secure portal. Using their PDF editing software (Adobe), the Notary will fill the blanks within the Notary Certificate. They will not sign or apply their seal at this point.
8. Next, the Notary will ask the customer to log onto their secure NOD portal and the Notary will verify that the customer is not under duress and is requesting the notarization willingly. The Notary will request that the customer use the “Share Screen” feature within Zoom to share their screen. This will allow the Notary to witness the customer’s signature in real time. From the portal, the customer will click on “Sign” next to the document they wish to



be notarized. A pop-up box as seen below will be generated and the customer will make their signature within the box.

Please sign as CLEAR and LARGE as possible on the line provided. If your signature is determined to be incomplete, there may be delays in processing your order.

Sign Below



9. After witnessing the signature, the Notary will download the customer's signature by clicking on "View" under the View Signature column and save it as a .png file. The notary will affix the customer signature by choosing Tools, Edit PDF, Add Image, and then choosing the saved customer signature image. Click Open, then drag and resize the signature into place.
10. Within the Certificate the Notary will add a statement that reads; "This notarial act was performed using communication technology."
11. After the customer signature is set, the document can be signed by the Notary stamped with the Notary's seal by first plugging in their USB notary token, then, in Adobe, choosing "Tools," "Certificates," "Digitally Sign," and finally draw a box on the area where you'd like the stamp and signature to appear. Once the document is finalized and saved, the Notary will upload the notarized document to the customer's portal and the customer will be notified that the document is available for their use.
12. Finally, the Notary will have the recording of the notarization saved on their computer. The notary will also have the option to use NOD as a backup/repository for the audio-visual files they generate. NOD will keep all audio-video files stored on its servers for at least (10) years.



## System Specifications

### Notary's Signature and Seal

NOD's notaries use an X.509 compliant digital certificate that uses Public Key Infrastructure (PKI) technology. The digital certificate is tamper-proof and will render any subsequent changes to your document evident.

### System Requirements

NOD is supported on both desktop and mobile devices. Desktop and mobile devices are required to be equipped with audio-visual devices. Internet connection is required. Mobile devices must be capable of downloading Zoom from its respective App Store.

### Management

Prior to the acceptance of a new Notary partner applicant, NOD will ensure that the Notary has an active commission within the State and that the Notary carries both electronic and remote notary endorsements. NOD will also track commission expirations to ensure that current Notary partners with expired commission will not have access to perform remote notarizations until their commissions are reinstated.