

Qualia Knowledgebase

[Home](#) > [Features by Subject Matter](#) > [Qualia RON](#) > [The Signer's Experience on Qualia RON](#)

The Signer's Experience on Qualia RON

Contents

[Overview](#)

[Signers are Invited on Connect](#)

[Joining the Signing](#)

[The Day of Signing](#)

[Identity Verification](#)

[Submit Images Using A Smartphone](#)

[Submit Images from Upload](#)

[Personal History Questions](#)

[The Recorded Signing Session](#)

[Signing the Documents](#)

[Viewing the Signed Documents](#)

[Is Qualia RON mobile friendly?](#)



Overview

Learn more about the signer's perspective on Qualia RON so that you are better able to guide your clients through their digital closing.

To learn more about how to conduct the signing as the notary, read about [performing a remote online notarization here](#).

Qualia RON is available in select states, with more coming soon in 2022.

States currently available are AK, AZ, CO, FL, ID, KS, KY, MD, MI, MN, MT, NJ, NV, OH, OK, OR, PA, TN, TX, UT, VA, WA, WV, and WY.

Signers are Invited on Connect

Documents that require notarization can be [scheduled for a remote online notarization](#) from the documents section of an order. When the signing requests are sent out, the signers will receive an email with information about their upcoming signing appointment.



Attend Your Digital Signing on Qualia Connect

What	Digital Signing for 1000 West Main Street
When	Mon Aug 31st, 2020 5:00-5:15PM (EDT)
Who	<ul style="list-style-type: none">• John Notary (Order Opener)• Bob Buyer (Borrower)
Notarized Documents	<ul style="list-style-type: none">• Signing Document
Closing Property	1000 West Main Street Pensacola, FL 32502
Link	View Appointment

Can you make this event?

Also, a new task will appear in their Connect account to attend the online signing appointment.



1000 West Main Street, Pensacola, FL

[Purchase](#)
Order #2020-75

Overview
Tasks 2
Inbox
Documents
Activity

Tasks > All Tasks

0 of 2 tasks complete



Attend Your Online Closing

Sent Today at 2:56 PM

Your settlement agency has invited you to participate in a digital signing with a notary.

30 mins.

[View Details](#)



E-Sign Documents

Sent Today at 2:56 PM

Your settlement agency has asked you to e-sign documents for your upcoming closing

10 mins.

[Sign Documents](#)

Clicking on “View Details” will take the signer to a page with information about the appointment including the date, time, and documents that will be signed.



1000 West Main Street, Pensacola, FL

[Purchase](#)
Order #2020-75

Overview
Tasks 2
Inbox
Documents
Activity

Tasks > Attend Your Online Closing

0 of 2 tasks complete

About Your Digital Home Closing

You've been invited to attend a notarized digital signing for your home closing.

APPOINTMENT TIME	Aug. 31st at 4:00 PM (CDT)
DOCUMENTS TO BE SIGNED	 Signing Document (Buyer, Notary)
WHO WILL BE ATTENDING	<ul style="list-style-type: none"> Bob Buyer (Buyer) John Notary (Notary)

[VIEW FULL APPOINTMENT](#)

What To Prepare

Read our online guide for more information on what to expect with your digital closing.

[View Guide](#)

There is also a section to inform them of what to prepare for signing, including a link to test their camera and microphone.

Signers can test their camera and microphone ahead of time in order to avoid technical issues on the day of closing.

This testing site can also be sent to the signers directly using the following link: <https://connect.qualia.com/test-cam>

What to Prepare



Photo Identification

You will need to bring your physical ID and your phone or a photo scan of your license to verify your identity.

[View Signing Guide](#)



Webcam & Microphone

You will use a webcam and microphone to communicate during your closing.

[Test Webcam & Mic](#)

Joining the Signing

Once the notary has invited signers to join the appointment, the signers will receive an email and Connect notification to alert them that their appointment has begun.

Time to join!

You've been invited to join the digital signing appointment.

Sit back, relax, and enjoy the signing.

Notary	John Notary
Signer	Bob Buyer (Buyer)
Document	Signing Document

[Join Appointment](#)

This will take them to their Connect account where they will now be able to join the appointment.

Qualia ORDERS SIGNINGS REPORTS MANAGE BOB BUYER

Your digital signing is ready to join [Join Now](#)

What To Prepare

Read our online guide for more information on what to expect with your digital closing. [View Guide](#)

Photo Identification
You will need to bring the physical ID to the video call and use your phone or an uploaded copy of the license for verifications at the time of signing.

Webcam & Microphone
You will use a webcam and microphone to communicate during your closing.

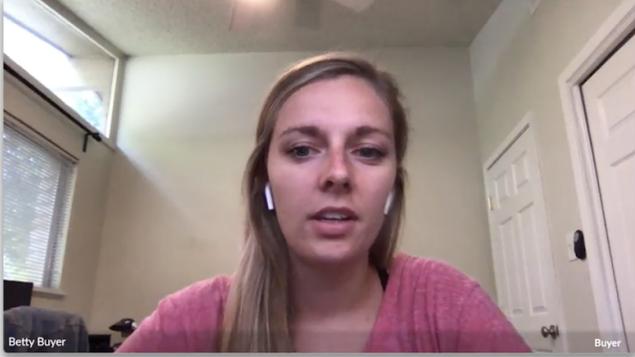
Launch Your Digital Closing Experience

[Your Digital Closing Has Started!](#)
Click the button below to join.

[Join Closing](#)

First, the signer will be prompted to check that their microphone and camera are working properly.

 Setup Camera and Microphone for Digital Closing of 2345 Sunshine Drive, Clearwater, FL



Confirm Your Video and Mic

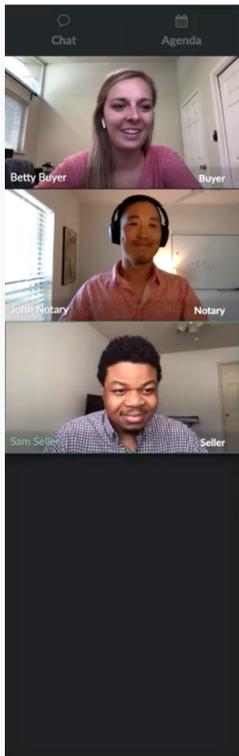
WEBCAM
✔ Looks Amazing!
1280x720 HD Video

MICROPHONE
✔ Sounds great!
(0dB avg. / 0dB max)

I agree to the E-Signing Consent Agreement.
By checking this box, you are confirming that you reviewed and agree to the E-Signing Consent Agreement. You are also confirming that you have an active email address and can access and review PDF files.

[Join Signing](#)

Then, they will join the conference with the notary and other participants.



3 of 3 required parties have joined the conference. More Info



Welcome to Your Signing

All parties have joined the meeting. The notary will continue the signing process shortly.

3 of 3 Parties Have Joined

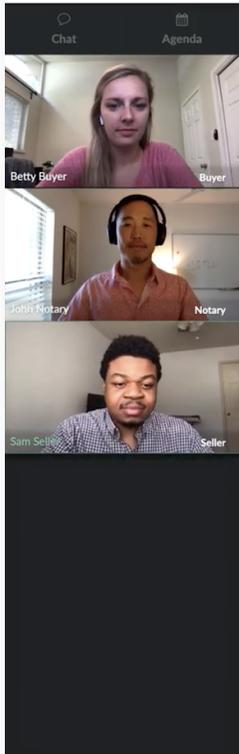
- Betty Buyer (Buyer)
- John Notary (Notary)
- Sam Seller (Seller)

Up Next Notary Introduction

View Agenda

Expand Video Chat

After the notary has made introductions, the signer will be prompted to enter their current address followed by their government ID information, including first and last name, date of birth, and address.



0 of 2 signers have confirmed their location. More Info



Confirm Your Current Signing Location

Please enter the address where you are currently attending your digital signing.

ADDRESS* INTERNATIONAL? APT, SUITE, ETC.

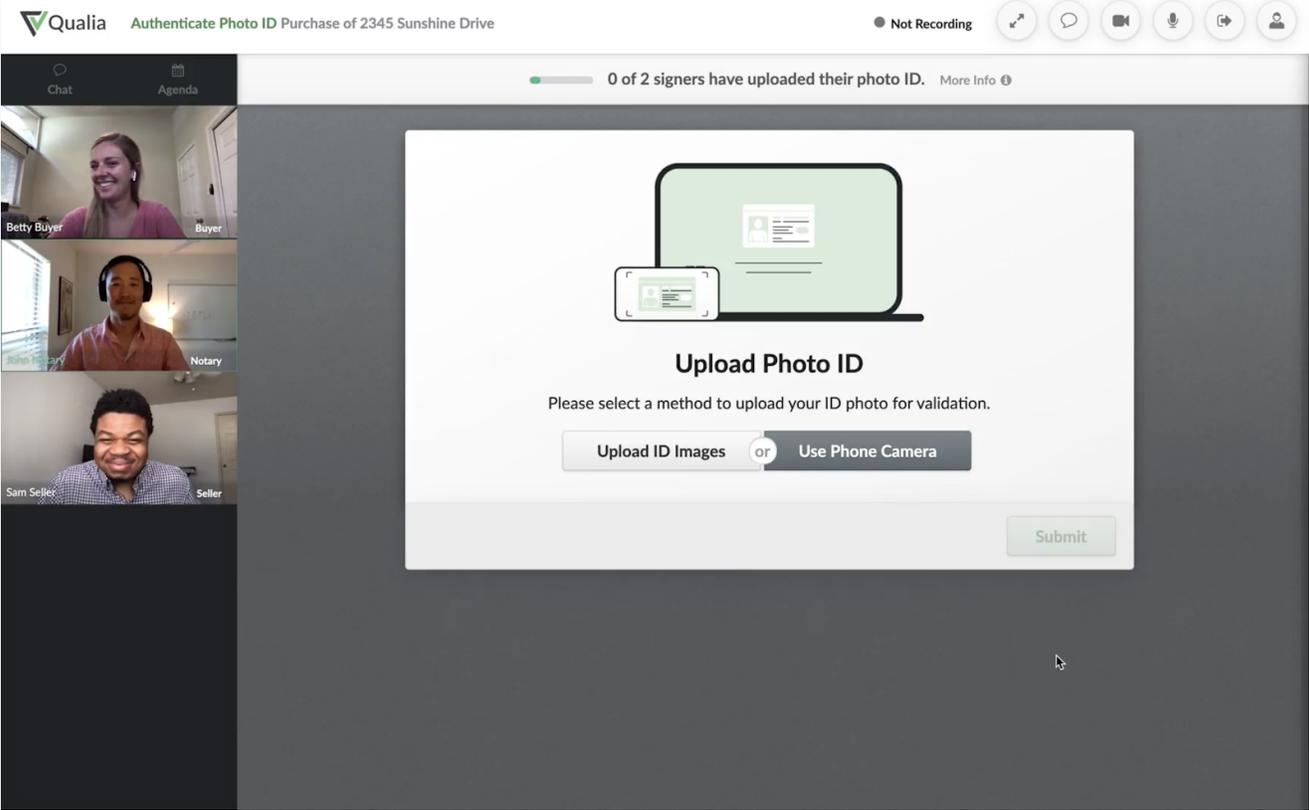
Search address...

CITY* COUNTY STATE* ZIPCODE*

Submit

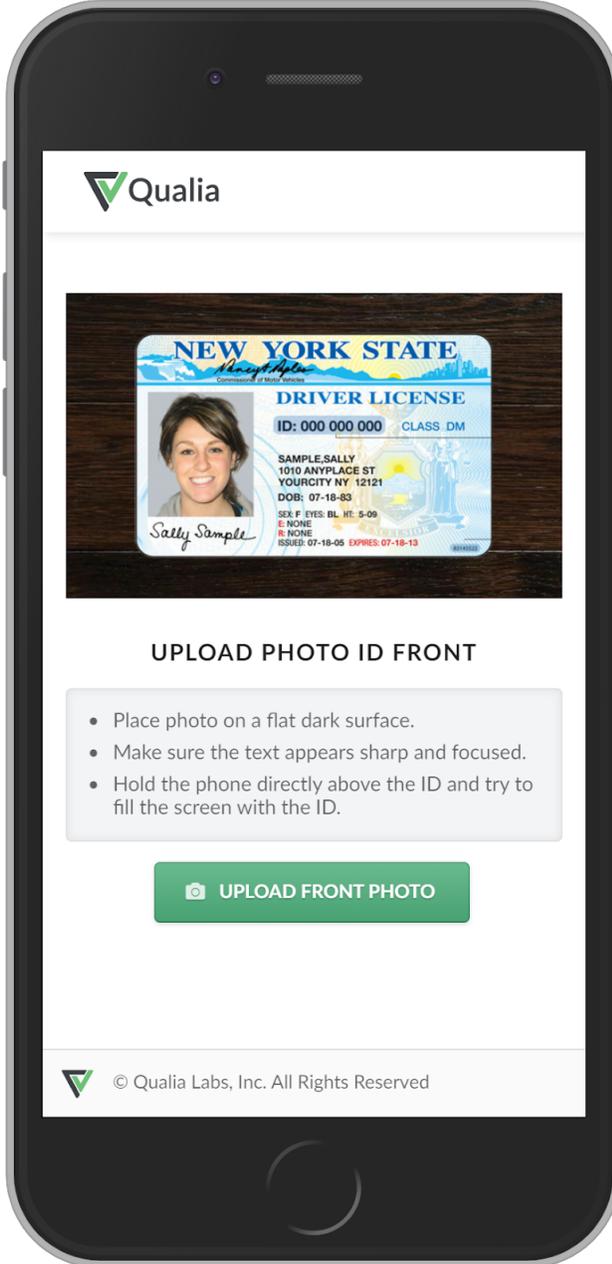
IDENTITY VERIFICATION

Signers will go through the required identity verification stages. First, they will be prompted to submit pictures of their photo ID for credential analysis. These pictures can be submitted either by uploading from the signer's computer or the signer can use their smartphone to submit the images. Signers can submit pictures of a driver's license, passport, or another form of government photo ID.



Submit Images Using A Smartphone

Choosing to use a cell phone will prompt the signer to enter their phone number where a secure link will be sent via text message. When they click on the link, they will be prompted to take and submit pictures of their ID on their smartphone.



The notary will be able to see ID pictures as they are submitted. Participants should ensure that their photo ID images meet the following requirements:

The ID should be placed on a flat, dark surface.

Hold the phone directly above the document and try to fill the screen with the ID.

Make sure the text appears sharp and focused, turn off flash to avoid glare.

Make sure that all four corners of the ID are visible.

Submit Images from Upload

Choosing to upload ID images will prompt the signer to upload the images from their computer. This option is available only if the signer is using a computer.

Upload Scanned Photo ID Images

Driver License | Passport | Other ID

You uploaded
IMG_0029.jpg
REPLACE FRONT

You uploaded
IMG_0030.jpg
REPLACE BACK

Can't find the file you need? [Use a phone picture](#) instead.

Submit

Once each participant's images have been submitted, the notary will be able to view the results of the credential analysis.

PERSONAL HISTORY QUESTIONS

Next, the signer will be taken through a series of personal history questions, known as knowledge based authentication (KBA). They will have two minutes to answer five questions and must answer four out of five questions correctly.



Chat Agenda

0 of 2 signers have answered identity questions. More Info ⓘ

Betty Buyer Buyer

Notary

Sam Seller Seller

Question 3 of 5

Your personalized identity verification

Between 1979 and 1980, in which State did you live?

- SOUTH DAKOTA
- IOWA
- NEW YORK
- LOUISIANA
- None of the above

1 minute 45 seconds left to answer questions ⓘ

Continue >

If the signer fails the first attempt, they will be given a second attempt with new questions. If they fail the second attempt, the signer will be alerted and will not be allowed to continue with the signing.

The notary will be able to view pass/ fail results and then move to the next stage.

The Recorded Signing Session

The signers will be alerted that the rest of the appointment will be recorded.

Qualia Begin Recorded Session Purchase of 2345 Sunshine Drive Not Recording

Chat Agenda Please wait for the notary to proceed with signing.



We're Ready to Begin Recording Your Session

An Important Note

For legal compliance we will be recording the rest of your signing session.

Be sure that your internet connection is stable and you are ready to proceed. If you leave the session or are disconnected, you will not be able to rejoin the session.

Up Next Display ID on Camera

Betty Buyer Buyer
John Notary Notary
Sam Seller Seller

Next, signers will be prompted one at a time to hold up their photo ID to the camera so that it can be visually verified by the notary.

Qualia Display ID on Camera Purchase of 2345 Sunshine Drive Currently Recording

Chat Agenda 1 of 2 signers have verified their identity. More Info

Great Connection



Please Hold Up Your Drivers License to Your Webcam

The notary will review the information on your Drivers License and confirm your identity.

John Notary Notary
Betty Buyer Buyer
Sam Seller Seller

Signers will be notified once the notary has confirmed their ID.

SIGNING THE DOCUMENTS

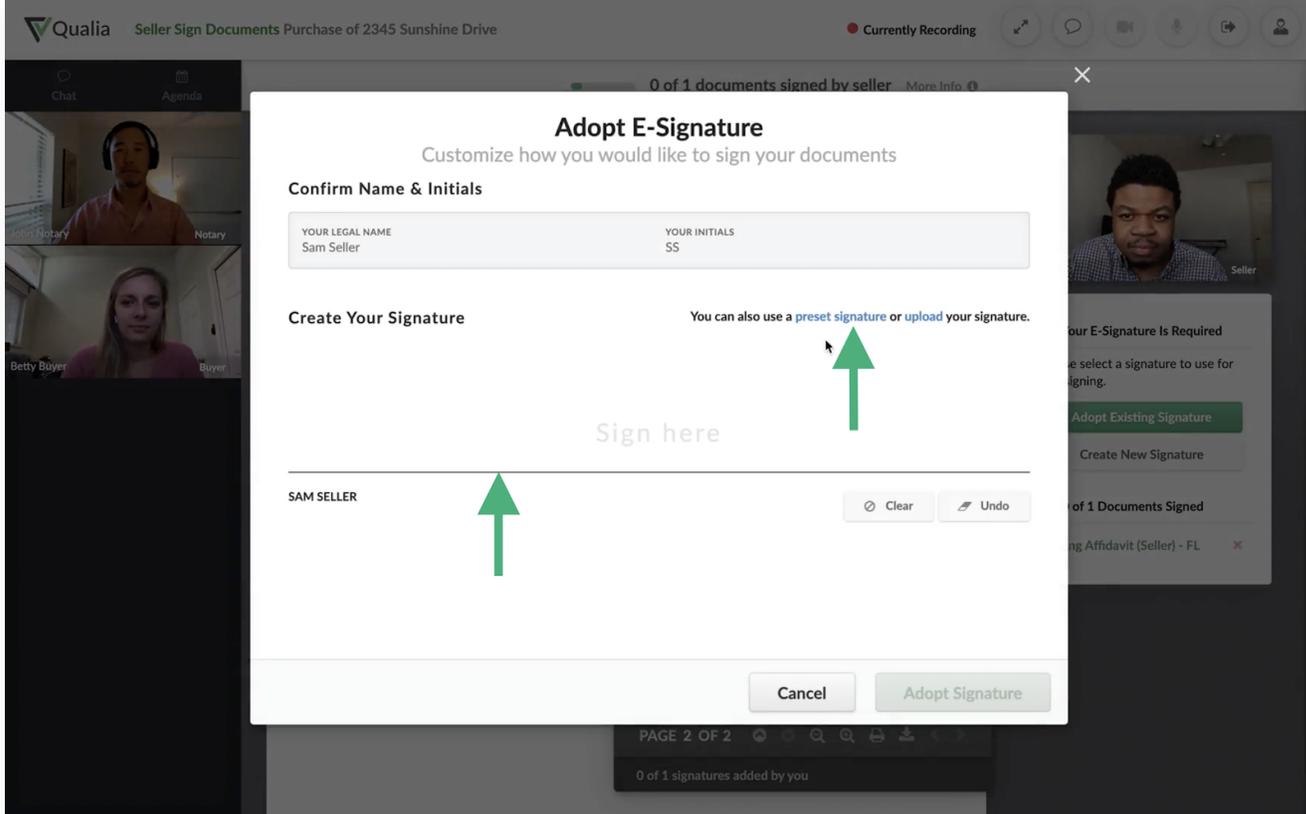
The video of the active signer will display on the right-hand side of the screen. Below their video are the buttons to create and apply their signature to the documents.

The screenshot displays the Qualia Seller Sign Documents interface for a document titled "Closing Affidavit - Seller". The document is currently on "Page 1 of 2" and shows a list of 13 numbered clauses. The clauses include:

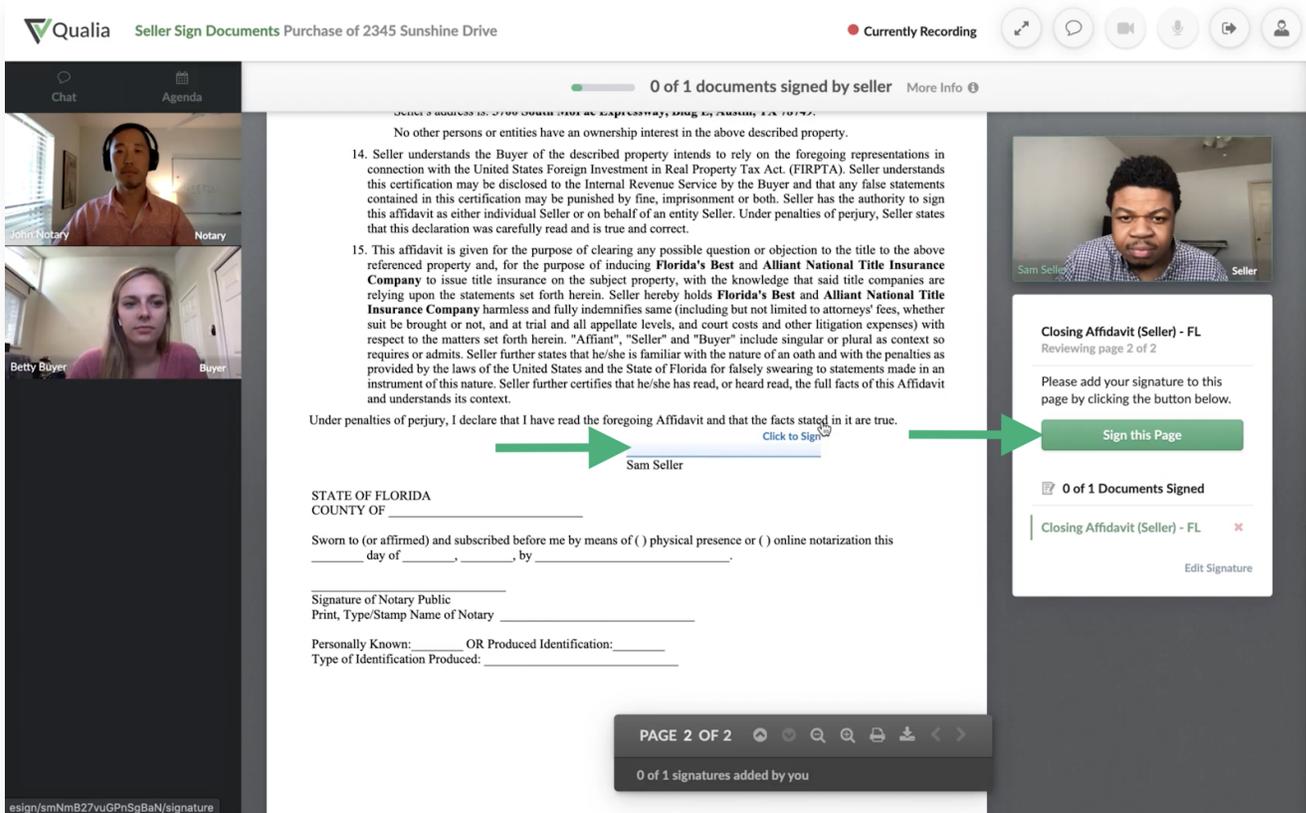
- 1. sale, disposition or leasing of the Property since said date except as may have been disclosed to Florida's Best in writing, and Seller has no knowledge of any matter affecting title to the Property.
- 2. The personal property contained in the building on said property, or on the said premises, and which, if any, is being sold free and clear of all liens, encumbrances, claims and demands whatsoever. The Seller knows of no violations of Municipal or County Ordinances pertaining to the above described property. No judgment or decree has been entered in any court in this State or the United States against said Seller which would affect the title to the above described property. There are no persons other than Seller in possession of the above described property.
- 3. Seller agrees that in the event the current real estate or personal property taxes vary in amount from the figures used in making the proration used in closing the transfer and conveyance of the above described property to said buyers, then a new proration and a correct and proper adjustment will be made upon demand.
- 4. There are no matters pending against the Seller that could give rise to a lien that would attach to the property between the effective date of commitment and the recording of the interest to be insured. Seller has not and will not execute any instruments that would adversely affect the interest to be insured.
- 5. Seller's title to, and possession and enjoyment of, the property have been open, notorious, peaceable and undisturbed, and have never been disputed nor questioned.
- 6. There are no disputes concerning the boundary lines of the property, and the operation of any buildings on said property has been in compliance with the applicable building codes, ordinances and statutes.
- 7. Affiant has received no notice of any public hearing regarding assessment for improvements or changes in applicable zoning laws concerning said property within the past ninety (90) days.
- 8. There are no actions or proceedings now pending in any State or Federal Court to which the Seller is a party, including but not limited to, proceedings in bankruptcy, receivership or insolvency, nor are there any judgments, bankruptcies, liens or executions of any nature which constitute or could constitute a charge or lien upon said property.
- 9. There are no unrecorded easements, claims of easement or rights-of-way affecting all or any portion of the property.
- 10. Seller understands that Section 1445 of the Internal Revenue Code requires that the Seller withhold tax on the sale of the property interest if the Seller is a foreign person. To inform the Buyer that withholding of tax is not required upon purchase of the above described property, Seller certifies the following:

The interface also features a video feed of the active signer, Sam Seller, on the right. Below the video is a panel titled "Your E-Signature Is Required" with the instruction "Please select a signature to use for this signing." and two buttons: "Adopt Existing Signature" and "Create New Signature". A status bar at the bottom indicates "0 of 1 signatures added by you".

When the signer creates their signature, they will have the option to draw a signature, upload a signature image, or use a preset signature.

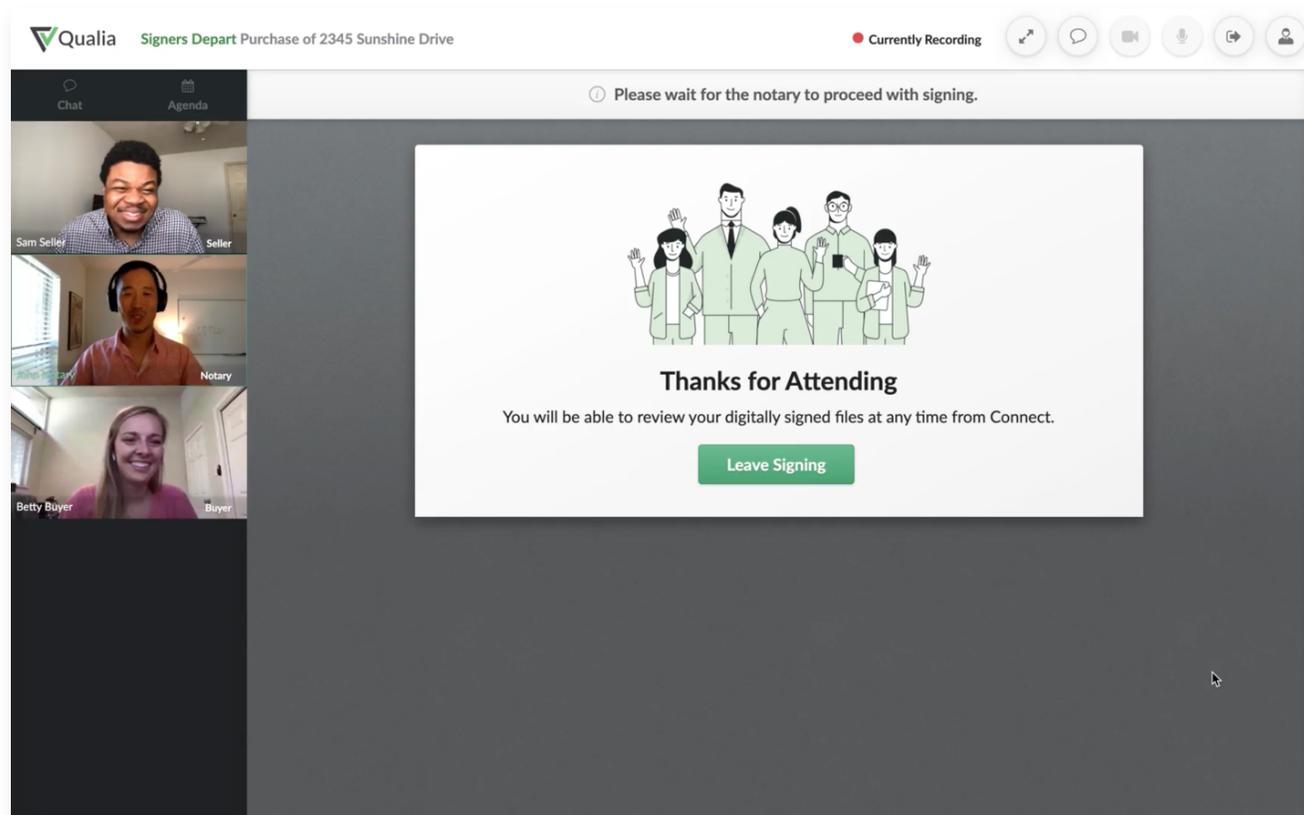


Once the notary has unlocked signing, the signer will be able to sign the documents by clicking "Sign this Page" or clicking on the signature line.



Each signer will sign their documents in this manner. The notary will be able to see the signer's cursor and progress through the documents.

When all documents are signed and completed by the notary,, the appointment is complete. Signers will be able to say goodbye and then leave.



Viewing the Signed Documents

The documents that each signer signed will be available to them in their Connect account. Each signed document will be an individual PDF document. To find these documents, they should **go to the associated order for their property > Documents > Notarizations.**

The screenshot displays the Qualia RON interface for a specific order. At the top, the address "2564 Palm Avenue, Fort Myers, FL" is shown with a house icon. Below the address, it indicates a "Purchase" and "Order #2020-91". The interface has a dark green header with navigation tabs: "Overview", "Tasks 14", "Inbox", "Documents", and "Activity". Below this is a white navigation bar with tabs: "Received", "Uploaded", "E-Signed", "Notarizations 1", and "Search files...". A green arrow points to the "Notarizations 1" tab. Below the navigation bar, a document card is visible with the title "Closing Affidavit (Buyer) - FL 1.pdf", the text "Shared by Florida's Best", and the date "Added Sep. 11th at 2:42 PM". A "Share Files" button is located in the top right corner of the document area.

Is Qualia RON mobile friendly?

Yes, signers can attend the RON appointment from their mobile device. For more information about device requirements see the [Qualia RON System Requirements](#).

Don't have Qualia RON yet? [Book time with a Qualia representative to learn more.](#)

Updated on August 9, 2022

Tagged: [Connect](#) [digital signing](#) [documents](#) [e-signature](#) [ID verification](#) [Qualia RON](#)
[remote online notarization](#) [ron](#) [signature](#) [signer](#)

Can't find the answers you need?

Customer Success Representatives are available Mon-Fri 9AM-8PM EST to answer your questions.

Contact Support