

TeleSeal Notary Public Onboarding Guide

Version: 1.0

Effective Date: 2025-07-27

Review Cycle: Annual

Owner: Head of Operations

1. Purpose

To provide a clear, step-by-step process for commissioning, training, and configuring new Arizona notaries on the TeleSeal Remote Online Notarization (RON) platform, ensuring full compliance with A.R.S. Title 2, Ch. 12, Art. 13 and TeleSeal policies.

2. Scope

Applies to all individuals newly commissioned (or re-commissioned) as Remote Online Notaries on the TeleSeal platform.

3. Roles & Responsibilities

Role	Responsibility
Head of Operations	Overall onboarding program management
Compliance Lead	Verify notary commission, review background and disclosures
IT/DevOps	Provision accounts, install software, configure MFA & certs
Training Coordinator	Deliver platform & RON workflow training
Notary Candidate	Complete prerequisites, training, and acknowledgement steps

4. Prerequisites

1. Active Arizona Notary Commission

- Provide a certificate of commission issued by the Arizona Secretary of State.

2. Background & Disciplinary Disclosure

- Complete background check and disclose any disciplinary actions.

3. Hardware Requirements

- Windows 10+ or macOS latest
- USB port (for hardware token if required)
- Webcam (1080p recommended), headset or microphone

4. Software Requirements

- Google Chrome or Microsoft Edge latest
- VPN client (if remote network access is needed)

5. Personal X.509 Certificate

- Obtain or generate a personal signing certificate (minimum RSA 2048).

- Store private key in a hardware token (YubiKey) or secure HSM/policy device.
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5. Commission Verification

1. Submit Commission Documents

- Upload commission certificate PDF in the “Notary Onboarding” portal.

2. Compliance Review

- Compliance Lead verifies commission validity in the Arizona SOS database.
 - Notify candidate within 2 business days of approval or required corrections.
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6. Account Provisioning

1. Create Platform Account

- IT/DevOps creates a unique TeleSeal user ID and assigns the “**Notary**” role.

2. Assign RBAC Permissions

- Grant access to RON dashboard, journal management, certificate import.

3. Email & Notifications

- Provide credentials via secure email.
 - Instruct on email-based password reset and MFA enrollment link.
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7. Technology Setup

7.1 Multi-Factor Authentication

- Candidate installs approved authenticator app (e.g., Authy) or configures hardware token.
- IT sends enrollment link; candidate completes MFA registration.

7.2 X.509 Certificate Installation

- Candidate imports public certificate into the browser-based HSM extension.
- Confirm private key is only accessible via hardware token; verify in demo signing flow.

7.3 Twilio Video & Platform Access

- Verify audio/video functionality in a supervised test session.
 - Confirm ability to start/stop recording, share documents, and capture click events.
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8. Training & Certification

1. Platform Walkthrough (2 hours)

- UI navigation: dashboard, session scheduling, document upload.

- RON SOP demonstration: identity proofing, signing flow, sealing, journal.
2. **Arizona RON Regulation Briefing (1 hour)**
 - Key statute highlights: identity methods (A.R.S. § 2-12-1305), certificate format (§ 2-12-1307), retention (§ 2-12-1308).
 3. **Mock Session & Assessment (1 hour)**
 - Conduct a complete simulated RON session with a peer/mentor.
 - Pass a checklist verifying all journal entries, A/V recording start/stop, and PDF sealing.
 4. **Policy Acknowledgement**
 - Read and electronically sign: Information Security, Access Control, Data Retention, Incident Response policies.

9. Compliance & Agreements

- **Non-Disclosure Agreement (NDA)**
- **Platform Acceptable Use Policy**
- **Arizona RON Vendor Disclosure**
- **SOC 2 Code of Conduct**

All signed and stored in the compliance document repository.

10. Readiness Checklist

Item	Status	Date Completed
Commission Verified	<input type="checkbox"/>	
Disclosure Form Reviewed	<input type="checkbox"/>	
Platform Account & MFA Configured	<input type="checkbox"/>	
X.509 Certificate Installed & Tested	<input type="checkbox"/>	
Audio/Video Test Session Passed	<input type="checkbox"/>	
Platform & Regulatory Training Completed	<input type="checkbox"/>	
Policy Acknowledgements Signed	<input type="checkbox"/>	
Mock Session Assessment Passed	<input type="checkbox"/>	

11. Ongoing Requirements

- **Annual Re-Verification** of commission and background status.
 - **Quarterly Refresher Training** on SOP changes or platform updates.
 - **Continuous Compliance:** adhere to policy updates and complete any emergent training within 30 days.
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12. Resources & Support

- **Notary Onboarding Portal:** <https://teleseal.app/onboarding>
- **Knowledge Base & How-Tos:** <https://telesealhq.com/docs>
- **Support Email:** support@telesealhq.com
- **Emergency IT Hotline:** (623) 244-7325

End of TeleSeal Notary Public Onboarding Guide