AR SOSE System Manual

Version 3



Module: Notary, Apostille, and Facsimile Signature

Last updated on 1/2/2025



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Creating an Online Account & Logging In

In order to apply to become a Notary, update your Notary records, or prepare documents to be authenticated by Apostille or Certification, you must create a free account in our online filing portal.

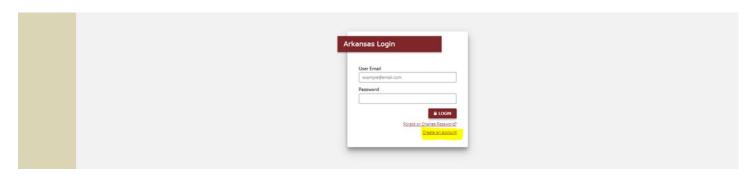
If you have created an account in our previous system prior to 1/25/2024, you will need to create a new account

You will need to click the Login button located at the top right hand corner of the online portal.





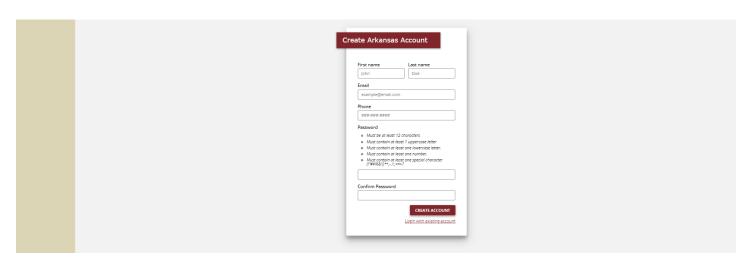
From here you will be taken to the Arkansas Login page. If you have already created an account, login using your user email address and password.



If you have forgotten your password, you may click the link on this page and you will provide your email in order to receive a link to change your password.

If you have not previously created an account, select the Create an account hyperlink.

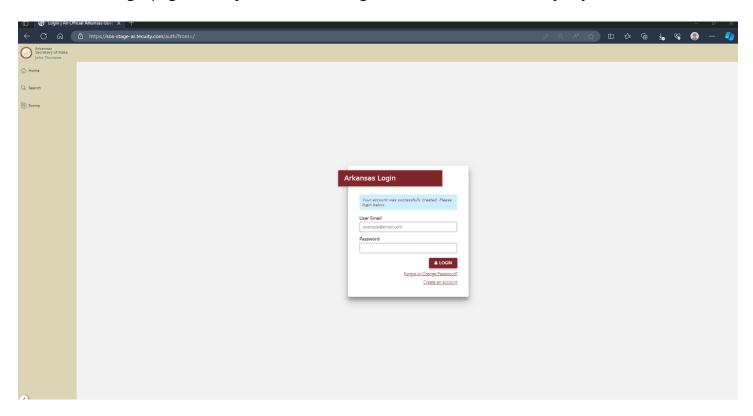
You will be directed the Create Arkansas Account page. Provide all of the required information on this page. You will also need to create a password with the requirements that are listed on this page.



Your password expires in this system every 90 days. Once you are a week from your password expiring, you will receive email notification of the pending expiration.



Once you have provided all of the information, you will select Create Account. This will bring you back to the Arkansas Login page where you will need to login with the credentials that you just created.

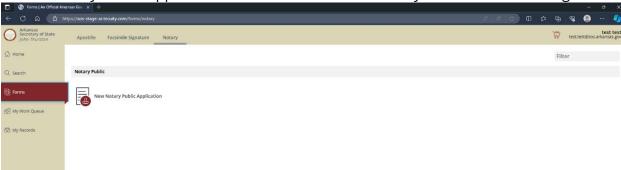


If you have questions, concerns, or issues, please contact our office at (501) 682-3409.

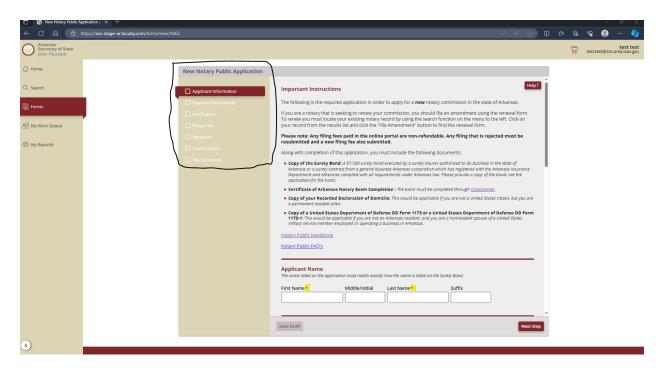


New Notary Application (Web Filed)

Select the "New Notary Public Application" that is located in the Notary Tab of the Forms Page.

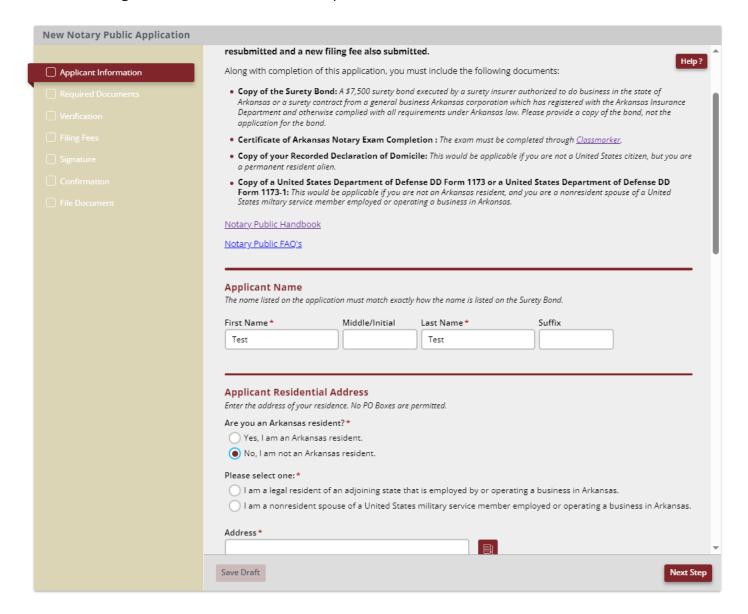


Provide all of the required information (indicated by a red asterisk (*)) in all sections of the form that are listed on the left of the application.



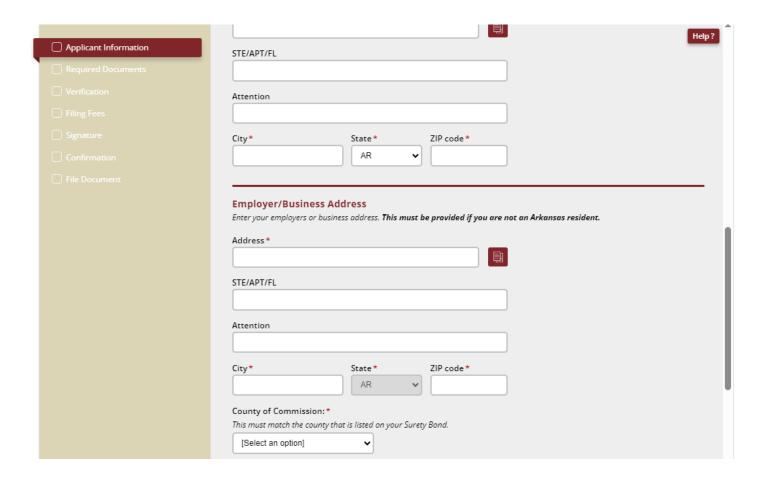


You will be required to provide if you are an Arkansas resident. If you are not an Arkansas resident, you must meet the guidelines of the below listed options:



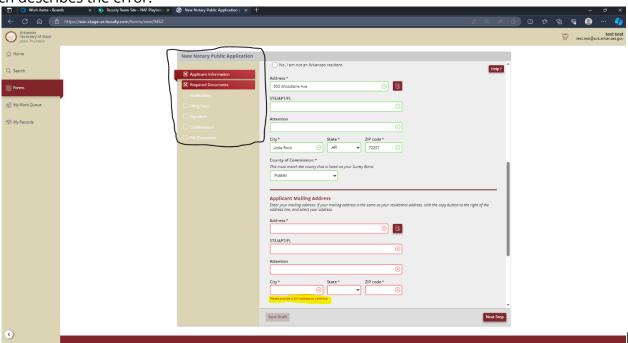


If you select that you are not an Arkansas resident, you will be required to provide an Employer/Business address that is required to be an Arkansas address. If you select that you are not an Arkansas resident, you will have other documentation you will be required to provide our office. Please see our Notary Handbook for more information.



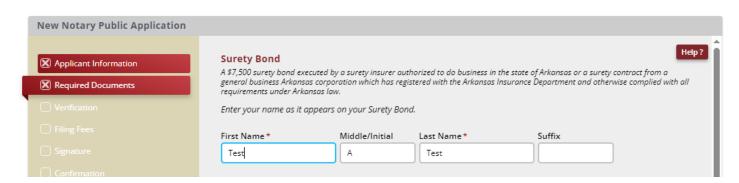


If there is an error on any part of the form, the form will highlight the section in red and there will be red text which describes the error.



If the name provided in the "Applicant Information" step does not match the name provided in the "Required Documents" step, you will receive the following error:

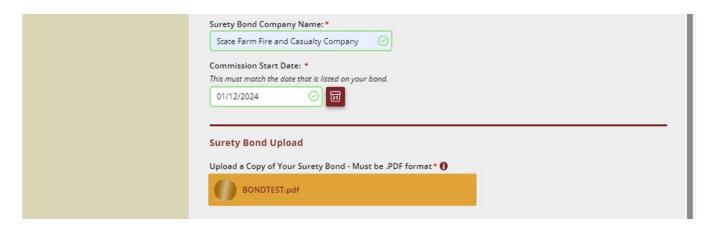








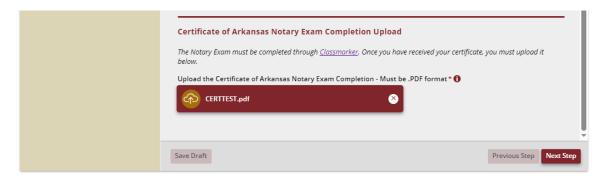
You will be required to provide a copy of your Surety Bond. A \$7,500 surety bond executed by a surety insurer authorized to do business in the state of Arkansas or a surety contract from a general business Arkansas corporation which has registered with the Arkansas Insurance Department and otherwise complied with all requirements under Arkansas law. **This document must be in .PDF format.**



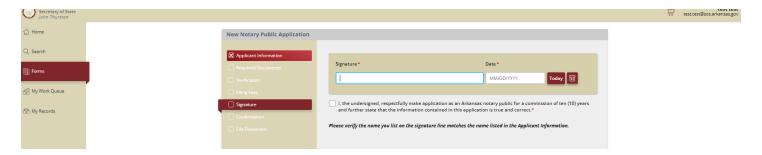
In most cases, your Commission Start Date will be listed on your Surety Bond. If the date is not listed on your Surety Bond, then you must list the current date you are filing the application as your Commission Start Date.



You will also be required to provide a Certificate of Arkansas Notary Exam Completion. This exam must be completed through <u>Classmarker</u>.



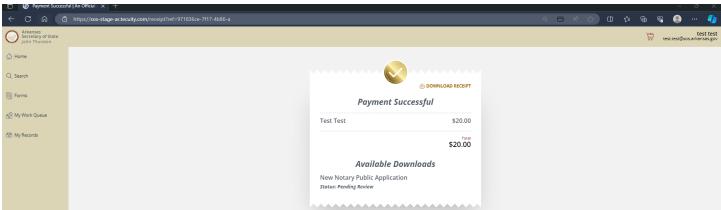
You will be required to sign the application electronically. This electronic signature will be a typed signature and will need to match the name on the Applicant Information step and in the Required Documents step.



After all information has been keyed in and confirmed, you will select the File Online button where you will be redirected to the payment processor in order to pay the \$20 filing fee by debit/credit card.

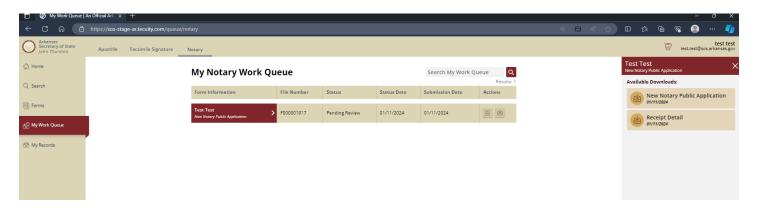
After the payment has been submitted, you will have the ability to download the receipt.





You will be able track your filing's status in My Notary Work Queue page. After your application has been reviewed and approved by SOS staff, that you are to print two (2) copies of the Notary Oath of Commission. You will take those certificates and your Surety Bond to your county recorder of deeds.

It's recommended that you print your Oath of Commission Certificate from a desktop or laptop computer rather than from a mobile device.



Once your oaths have been recorded in your county, you must either mail or drop off the recorded oath to our office at the address below. Your notary commission is not effective until the Secretary of State's office has processed your recorded Oath of Commission. **At this time, the oaths cannot be filed online.**

Arkansas Secretary of State Business and Commercial Services 1401 W Capitol Avenue, Suite 250 Little Rock, AR 72201

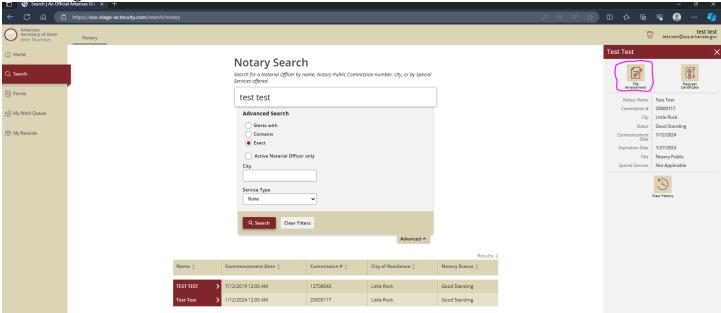


Notary Renewal Application - Web Filed

If a notary record is expired or 60 days from their commission expiring, they would be able to file the Renewal application online.

You can start the process of renewing by searching for your notary record in the public Notary Search,

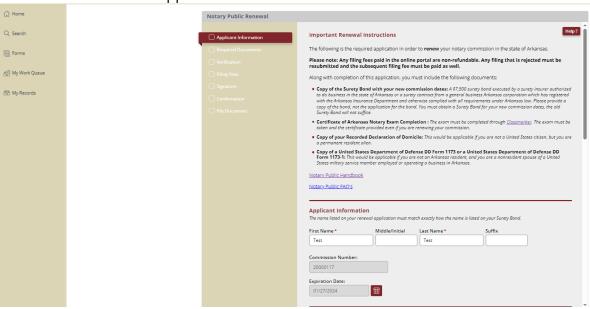
and clicking the File Amendment button.



In the list of Amendments, the Notary Public Renewal form will need to be selected.



Provide all of the required information (indicated by a red asterisk (*)) in all sections of the form that are listed on the left of the application.

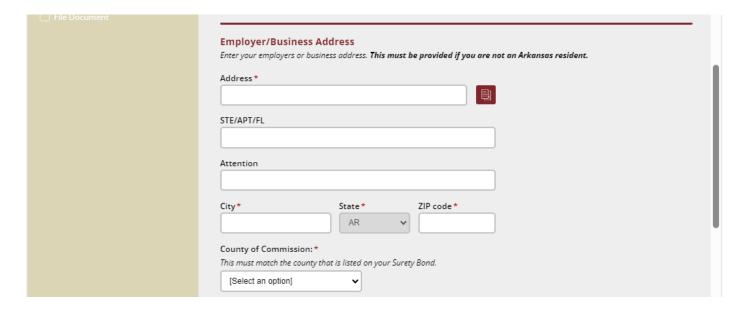


You will be required to provide if you are an Arkansas resident. If you are not an Arkansas resident, you must meet the guidelines of the below listed options:

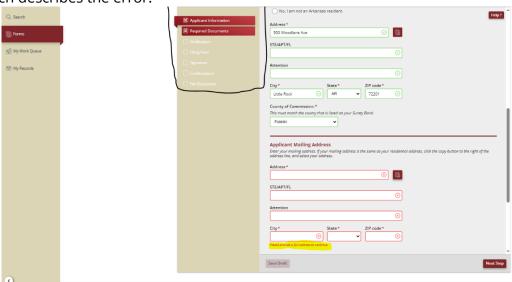




If you select that you are not an Arkansas resident, you will be required to provide an Employer/Business address that is required to be an Arkansas address. If you select that you are not an Arkansas resident, you will have other documentation you will be required to provide our office. Please see our Notary Handbook for more information.

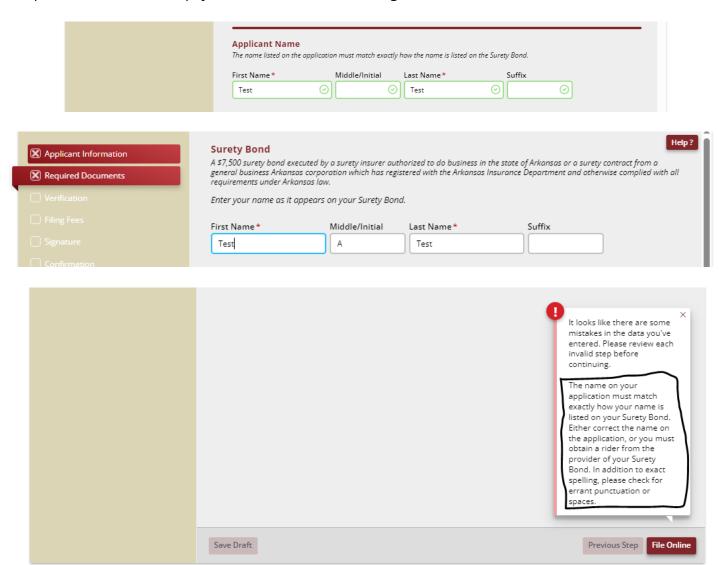


If there is an error on any part of the form, the form will highlight the section in red and there will be red text which describes the error.





If the name provided in the "Applicant Information" step does not match the name provided in the "Required Documents" step, you will receive the following error:



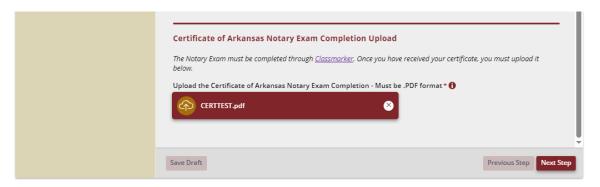


You will be required to provide a copy of your Surety Bond. A \$7,500 surety bond executed by a surety insurer authorized to do business in the state of Arkansas or a surety contract from a general business Arkansas corporation which has registered with the Arkansas Insurance Department and otherwise complied with all requirements under Arkansas law. **This document must be in .PDF format.**



You will be asked to provide your Renewal Commission Start Date. In most cases, this can be located on your Surety Bond. If the date is not listed on your Surety Bond, then you must list the current date you are filing the application as your Renewal Commission Start Date.

You will also be required to provide a Certificate of Arkansas Notary Exam Completion. This exam must be completed through <u>Classmarker</u>.



You will be required to sign the application electronically. This electronic signature will be a typed signature and will need to match the name on the Applicant Information step and in the Required Documents step.

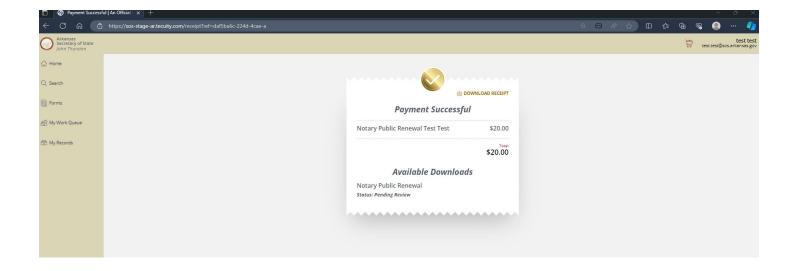






After all information has been keyed in and confirmed, you will select the File Online button where you will be redirected to the payment processor in order to pay the \$20 filing fee by debit/credit card.

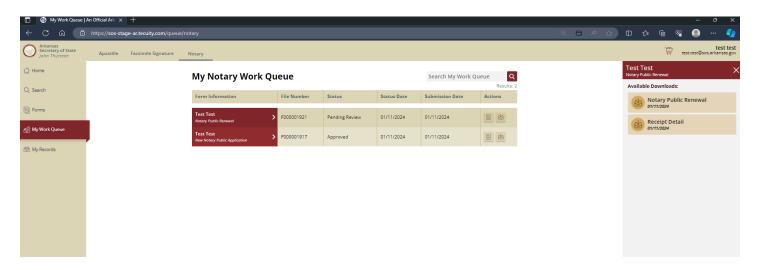
After the payment has been submitted, you will have the ability to download the receipt.





You will be able track your filing's status in My Notary Work Queue page. After your application has been reviewed and approved by SOS staff, that you are to print two (2) copies of the Notary Oath of Commission. You will take those certificates and your Surety Bond to your county recorder of deeds.

It's recommended that you print your Oath of Commission Certificate from a desktop or laptop computer rather than from a mobile device.



Once your oaths have been recorded in your county, you must either mail or drop off the recorded oath to our office at the address below. Your notary commission is not effective until the Secretary of State's office has processed your recorded Oath of Commission. **At this time, the oaths cannot be filed online.**

Arkansas Secretary of State Business and Commercial Services 1401 W Capitol Avenue, Suite 250 Little Rock, AR 72201



Notary Amendment (Web Filed)

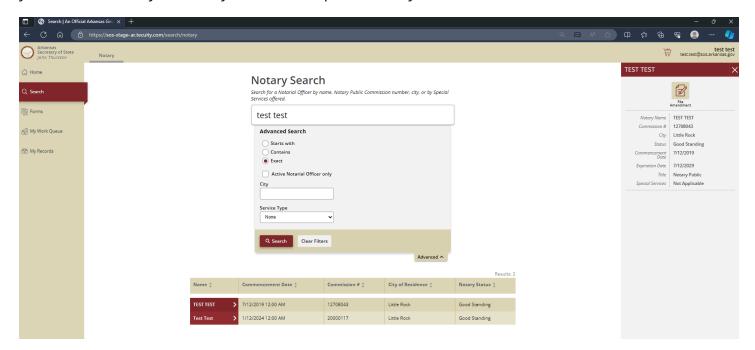
If you are a Notary in Good Standing and you are needing to make an amendment to your address, email address, or phone number, you can do so online in our web portal.

If you need to amend your name as it is on file with our office, this cannot be filed online. You must complete the <u>paper application</u> and send it along with the certified name change documentation (marriage license, divorce decree, etc).

This can be mailed or dropped off to our office at the following address:

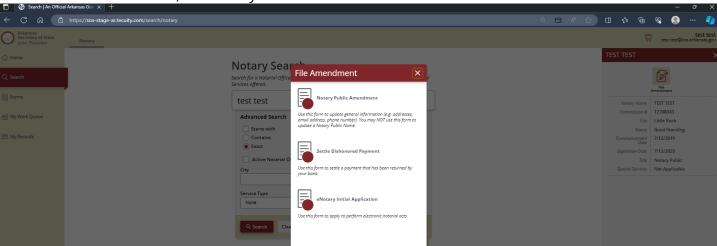
Arkansas Secretary of State Business and Commercial Services 1401 W Capitol Avenue, Suite 250 Little Rock, AR 72201

However, if you are needing to make an amendment to your address, email address, or phone number you can search for your notary record in the public Notary Search and select the File Amendment button.

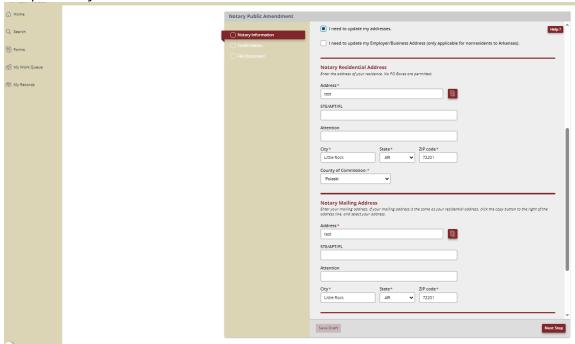




In the list of Amendments, the Notary Public Amendment form will need to be selected.

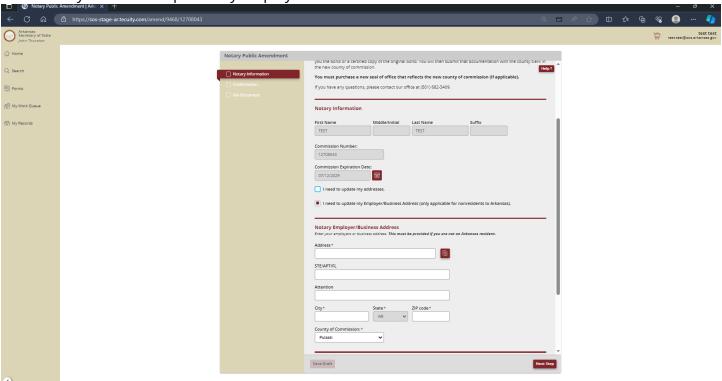


If you are needing to amend your Residential or Mailing Address, you will check the box that says "I need to update my address."





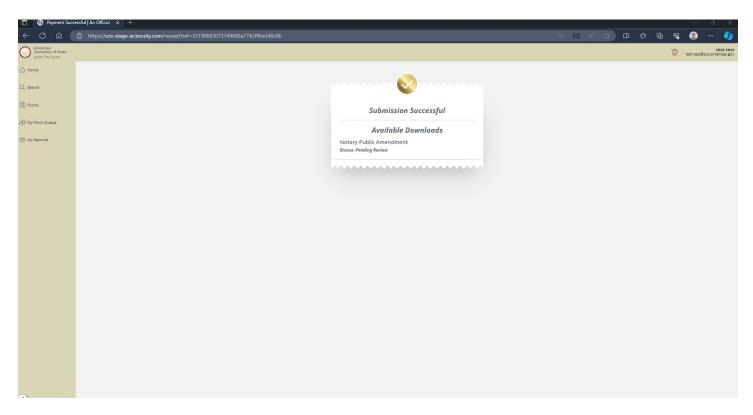
If you are an out of state resident needing to update your Employer/Business Address, you will check the box that says "I need to update my Employer/Business Address"

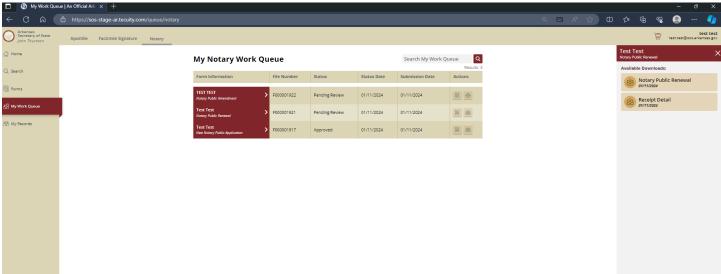


After all information has been keyed in and confirmed, you will select File Online.



After the filing has been submitted, you will be able track your filing's status and download relevant documents in the My Work Queue page.

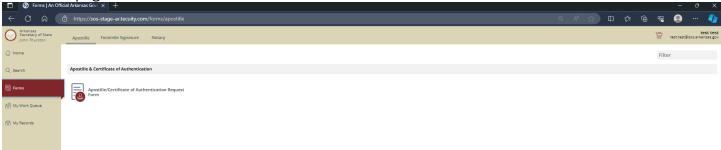




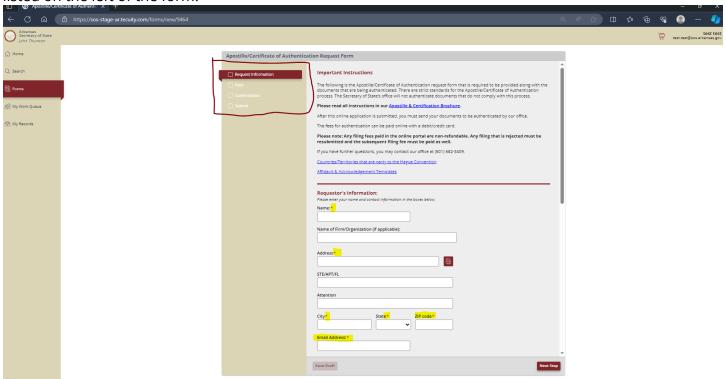


Preparing an Apostille/Certification Filing Online

Select the "Apostille/Certification of Authentication Request Form" that is located in the Apostille tab of the Forms page.



Provide all of the required information (indicated by a red asterisk (*)) in all sections of the form that are listed on the left of the form.



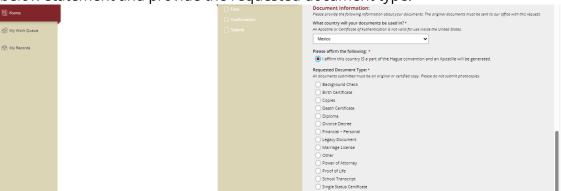


You will be required to provide the country that the documents you are sending into our office will be used in. This will determine whether you are obtaining an Apostille or a Certificate of Authentication.





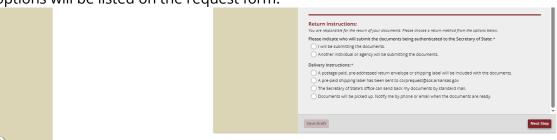
Once you have provided the country that the documents will be used in, you will be required to affirm the below statement and provide the requested document type.



Please provide the return instructions for the documents.

Our office needs to know who is submitting the documents in connection with this request form. If it's another firm or agency other than the individual submitting the request, please provide that information.

We also need to know how our office needs to send the documents back to the requestor. All of the options will be listed on the request form.

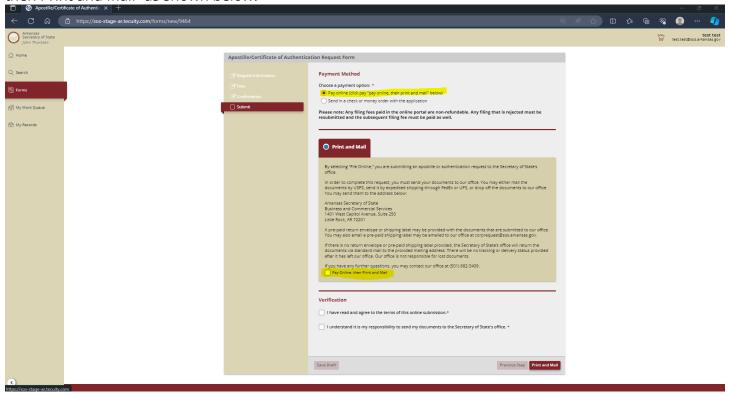




IMPORTANT!! - After you have confirmed the information and are to the submit page, you have the option to pay the fees for the request online using a debit/credit card.

PLEASE NOTE! - Any filing fees paid in the online portal are non-refundable. Any filing that is rejected by our office must be resubmitted and the subsequent filing fee must be paid again.

If you are paying for the filing online with a credit/debit card, choose that option, AND click "Pay Online, then Print and Mail" as shown below.



You also have the option to send in a check or money order with the request form and the documents that are sent to our office.

Once you have verified all of the information is correct and are ready to submit, select Print and Mail at the bottom of the page.



After you have submitted the request form online, in order to complete your request, you need to complete the following steps.

You will need to print off the Request Form. This can be downloaded from your Work Queue.



You will need to send your Request Form and your documents to be authenticated to our office. We would recommend that you send it by expedited shipping through FedEx or UPS. You may also mail the documents by USPS or you may drop them off to our office.

You will need to send them to the address below:

Arkansas Secretary of State Business and Commercial Services 1401 W Capitol Avenue, Suite 250 Little Rock, AR 72201

A pre-paid return envelope or shipping label may be provided with the documents that are submitted to our office. You may also email a pre-paid shipping label to our office at corprequest@sos.arkansas.gov.

If there is no return envelope or pre-paid shipping label provided, the Secretary of State's office will return the documents via standard mail to the provided mailing address. There will be no tracking or delivery status provided after it has left our office if it is sent in this manner. Our office is not responsible for lost documents.

You can track the status of your request in your Work Queue. If the documents are approved or rejected, you will receive email notification of that status.