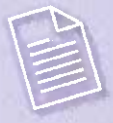
# Helping improve the customer experience for notaries

We at the Michigan Secretary of State's Office of the Great Seal have been making changes to how we handle notary applications and are reaching out to all the counties about our notary services. You're a key part of the customer's path to getting certified to become a notary public. Below is key information to help you in assisting customers looking to become notaries.

## Online notary applications

We're encouraging all customers to use the online option when starting the process to become a notary, or to renew their notary certification. By mail takes four to six weeks to process, but it takes less than a week to process an application submitted online.



- All online applications are handled first, daily. And we can process a customer's online application ***90 percent faster*** than one by mail.
- The time it takes for the applications to arrive by mail already adds several days to the process.
- Applying online provides significantly reduced time to wait for certification approval, and, once approved, customers will have instant access to their notary documents.

## Notary commission documents no longer mailed or emailed



Notary public commission wall certificates and wallet cards are no longer mailed out or emailed but are available to download within a customer's MILogin online account. Customers are encouraged to set up their online account if they haven't already. ***They will need to sign up to be able to apply for their notary certification online.*** (https://milogin.michigan.gov/eai/login/authenticate)

## Out-of-state notary

For out-of-state residents wishing to become Michigan notaries, applicants won't be able to access their documents through MILogin since they aren't Michigan residents. They will need to apply by mail.



## Updated application forms



We continue to update our application forms and are looking to ensure that any notary application forms provided to customers are current. If printed application forms are requested, ***make sure to download the latest version from our website.*** See the "Important Links" on the next page.

## Application fee and oath fee

Sometimes customers will confuse the $10 fee for the oath with the $10 notary application fee.



## New way of accessing notary documents

One of the most common calls and emails the Office of the Great Seal receives is related to accessing notary documents (card and wall certificates) after an application has been approved. The steps to get to these are listed below.

1. Go to MILogin at https://milogin.michigan.gov/eai/login/authenticate.
2. Enter your User ID and Password and click the "LOGIN" button (or click the "SIGN UP" button if you don't yet have an account).
3. Click the "Secretary of State Online Services" link (sometimes this step isn't necessary).
4. Click the "Acknowledge/Agree" button for the Terms & Conditions.
5. Fill in your Identity Verification information, click the agreement checkbox, click the "I'm not a robot" checkbox and click the "Confirm" button.
6. On the next screen, in the Notary Action section, click "View Notary Documents."
7. On the next screen, click the link under the "Letter ID" column heading for the Notary Documents, and the document will open so you can print it.

## Important links for notary applicants

- ✓ ***Notary information*** and overview of the process – https://www.michigan.gov/sos/notary-services. Direct customers to the "Becoming a notary" section toward the bottom of this page. There are several tabs to answer frequently asked questions.
  - This page also includes the "Notary Manual" providing detailed information for customers.
- ✓ To ***begin an online notary application*** – https://dsvsesvc.sos.state.mi.us/TAP/_/#2) and click the "Notary Application" link in the Notary Services section.
  - Lookup active notaries – https://dsvsesvc.sos.state.mi.us/TAP/_/#2 and click the "Notary Public Search" link in the Notary Services section.
- ✓ ***Top 5 notary errors to avoid*** – https://www.michigan.gov/sos/-/media/Project/Websites/sos/14delrio/Top_5_Notarial_Errors.pdf
- ✓ ***Notary do's and don'ts*** – https://www.michigan.gov/sos/-/media/Project/Websites/sos/24delrio/Notary-Dos-and-Donts.pdf
- ✓ ***Out-of-state notary applicants*** – https://www.michigan.gov/sos/-/media/Project/Websites/sos/24delrio/Out-of-State-Notary-Applicant.pdf