





# Indiana Notary Public New System: Frequently Asked Questions (FAQ)

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# Contents

Indiana Notary Public New System: Frequently Asked Questions (FAQ).....	1
 Account Access & Navigation.....	3
Q: How do I log in to the notary system?.....	3
Q: I started my application but had to log out. How do I resume it? .....	3
Q: How do I navigate between my applications and my required education?.....	3
 Application Requirements & Processing .....	4
Q: How many steps are in the application process? .....	4
Q: What is this AI verification and can I skip it? .....	4
Q: What are the requirements for the Surety Bond? .....	5
Q: What are the requirements for the background check? .....	5
Q: How should I format my signature sample?.....	5
Q: Can I become an Indiana notary if I do not live in Indiana?.....	5
Q: Why is my application status showing "Pending Staff Review"?.....	5
 Education, Examinations & Commissions .....	6
Q: Do I have to take an educational course and exam?.....	6
Q: What do I do if I failed my exam? .....	6
Q: How do I access my course, and how long is it?.....	6
Q: How can I check if I have completed my required courses or exams? .....	7
Q: Where do I complete my required Continuing Education (CE)? .....	8
Q: My application was approved! Where do I find my official Commission Certificate? 8	
 Renewing Your Commission (IMPORTANT CHANGES).....	9
Q: When can I start my renewal application? .....	9
Q: Will I keep my existing commission number when I renew? .....	9
Q: When does my new commission become active?.....	9
Q: Can I use my new commission number as soon as it is approved?.....	9
Contact .....	10

## Account Access & Navigation

**Q:** How do I log in to the notary system?

**A:** You will access the system using your **Access IN** credentials. If you are a renewing notary, you may log in using either the primary or secondary email address associated with your Access IN account.

**You must use a unique email and secondary email for login.** You may not use a shared email, or you may encounter issues logging in.

As a user, you will no longer need to access the INBiz dashboard to access your commission. You will have dedicated notary pages to access all of your notary related items.

**Q:** I started my application but had to log out. How do I resume it?

**A:** Log into the **Applicant Hub**. You will see a card for your specific application displaying a progress bar with your completion percentage. Simply click the blue **"Continue"** button to pick up exactly where you left off.

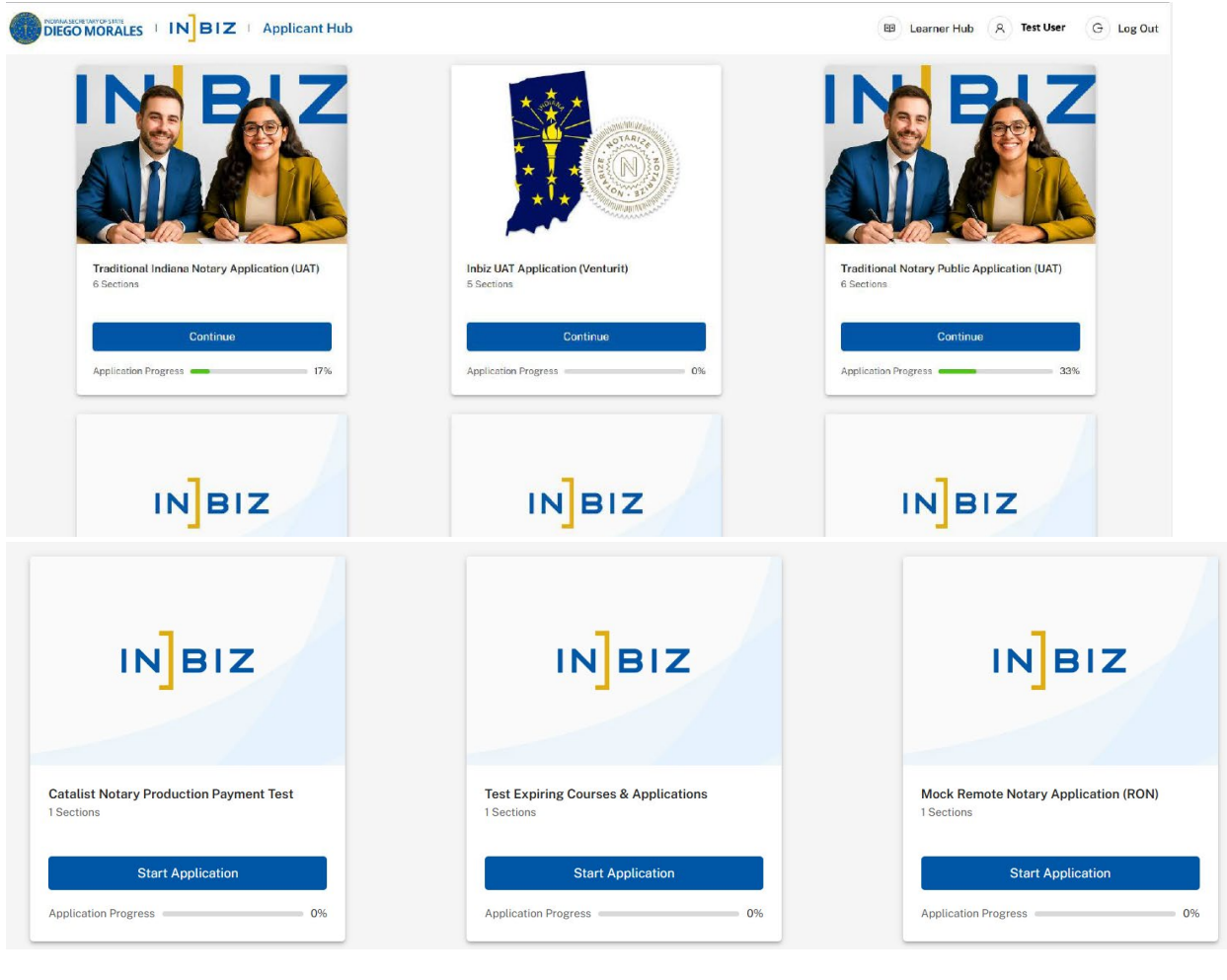
**Q:** How do I navigate between my applications and my required education?

**A:** You can easily switch between areas using the top right navigation menu.

- Click **"Applicant Hub"** to view, start, or continue your application drafts.
- Click **"Learner Hub"** to access your required education courses, exams, and active commission details.

### *Visual Guide: The Applicant Hub*

*Below is an example of the Applicant Hub. Notice the "Start Application" to begin a new application and the "Continue" buttons on any application drafts, along with the "Learner Hub" link in the top right menu.*



## Application Requirements & Processing

**Q:** How many steps are in the application process?

**A:** The main application consists of **6 Sections** (Personal Info, Residency, Background, Bond, Signature, and Payment). You can track your progress via the green progress bar at the bottom of your application card.

**Q:** What is this AI verification and can I skip it?

**A:** We have implemented a secure AI verification tool to review uploaded bonds, signature samples, and background checks. This tool will try to ensure the documents being uploaded are acceptable. Our goal is to reduce back and forth on documents we cannot accept. As an applicant, you do have the ability to skip the AI validation, which will flag the application for staff review. If the AI verification comes back red (indicating an issue with

the document), you have the ability to dispute the findings and continue with your application. You will not be hard stopped by the AI verification tools.

### Q: What are the requirements for the Surety Bond?

**A:** Your uploaded surety bond must be for a minimum amount of **\$25,000**, have an **8-year term**, and list your exact name as the principal.

### Q: What are the requirements for the background check?

**A:** You must upload a valid Indiana State Police (ISP) Criminal History report.

- The report must be dated within the last **6 months**.

### Q: How should I format my signature sample?

**A:** Signatures should be done in **ink on a clean, white background**. The name in the signature must perfectly match the personal information provided on your application. Using light colored ink or pencil, or mismatched names will delay your application.

### Q: Can I become an Indiana notary if I do not live in Indiana?

**A:** Yes, non-residents can apply if they are primarily employed in Indiana. During the "Residency & Employment" stage, select "Not IN resident." You must provide your Indiana employer's details and upload an Employer Consent form.

### Q: Why is my application status showing "Pending Staff Review"?

**A:** Our system uses automated AI to verify your documents. If a document is expired, formatted incorrectly, or names do not perfectly match, your application is simply flagged for manual review by our staff. Once reviewed and approved, you will be notified via email to proceed.

#### *Visual Guide: Tracking Submitted Applications*

*Below is an example of how you can track submitted applications in the Applicant Hub. You can view your status counts at the top, locate your Submission ID, and click "View Summary" for more details.*

## Education, Examinations & Commissions

**Q:** Do I have to take an educational course and exam?

**A:** Yes. Once your application is submitted and approved, you will receive an email stating your "Education course is ready." Navigate to the **Learner Hub** to access it.

**Q:** What do I do if I failed my exam?

**A:** If you fail your exam, you will need to wait 24 hours before you can try it again; however, you will have an unlimited number of attempts. You will receive an email after 24 hours when your exam opens back up.

**Q:** How do I access my course, and how long is it?

**A:** In the **Learner Hub**, you will see a card for your assigned course that details the course size (e.g., number of Modules and Lessons) and tracks your progress. Click the blue "**Start Course**" button to begin.

### *Visual Guide: The Learner Hub*

*Below is an example of the Learner Hub. You can see the blue "Start Course" button for education, and the "My Commission" and "Applicant Hub" links in the top right menu.*

*Please note that the "My Commission" will only be accessible to those who have been approved for a notary commission.*

**IN]BIZ**

**Mock CE 2nd Year**  
 1 Modules, 1 Lessons Days Remaining

**Start Course**

Course Progress: 0%

**Q:** How can I check if I have completed my required courses or exams?

**A:** In the **Learner Hub**, you can easily view your overall education progress. The dashboard provides a status summary showing how many courses are **Completed, In Progress, Yet to Start**, and **Exams Taken**. You can also toggle between the "Enrolled Courses" and "Exams" tabs to see the specific status (such as "Not Started") and enrollment dates for each requirement.

*Visual Guide: Tracking Course & Exam Status*

*Below is an example of checking your education status in the Learner Hub. You can see the status summary counts at the top and the specific tabs for Courses and Exams below.*

INDIANA SECRETARY OF STATE DIEGO MORALES | IN]BIZ | Learner Hub

Another Submitter My Commission Applicant Hub Log Out

← Back to Dashboard

**Completed** 0 **In Progress** 0 **Yet to Start** 1 **Exams Taken** 0

**AS**  
Another Submitter

**Contact Information**  
 Primary email: anothersubmitter@example.com  
 Secondary email: N/A  
 Phone number: N/A

**Enrolled Courses** Exams

**Mock CE 2nd Year**  
 Enrolled on Apr 28, 2026 **Not Started**

**Q:** What is the passing score for the notary exam?

**A:** The exam consists of 30 questions. You must score at least **80% (24 correct answers)** to pass.

**Q:** Where do I complete my required Continuing Education (CE)?

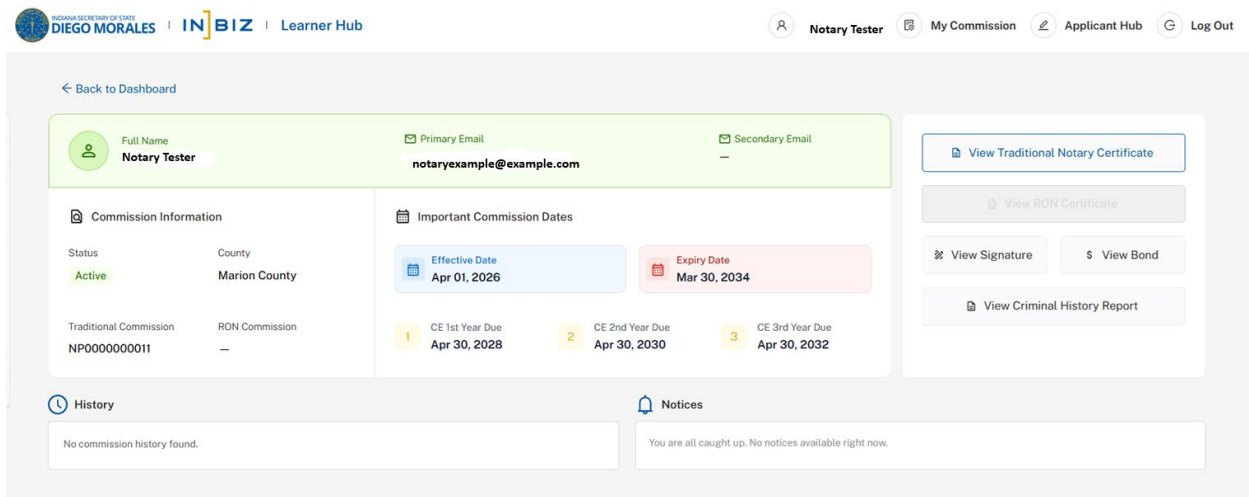
**A:** Continuing Education (CE) begins on the Applicant Hub where you will submit payment for your CE. Once payment is submitted, the appropriate CE course will show up on your Learn Hub dashboard to be completed.

**Q:** My application was approved! Where do I find my official Commission Certificate?

**A:** You can access your active commission at any time from the **Learner Hub**. Look at the top right navigation menu and click the **"My Commission"** icon (it looks like a certificate). From there, you can view and download your official certificate.

### Visual Guide: My Commission Dashboard

Below is an example of the My Commission screen, where you can view your commission details, including your CE due dates, have access to download your notary certificate, view your attached documents, and review your history or any notices received from the office.



The screenshot shows the 'My Commission' dashboard for a user named Diego Morales. The dashboard includes a navigation bar with 'Notary Tester', 'My Commission', 'Applicant Hub', and 'Log Out'. The main content area is divided into several sections: 'Commission Information' (Status: Active, County: Marion County, Traditional Commission: NP000000011, RON Commission: --), 'Important Commission Dates' (Effective Date: Apr 01, 2026, Expiry Date: Mar 30, 2034, CE 1st Year Due: Apr 30, 2028, CE 2nd Year Due: Apr 30, 2030, CE 3rd Year Due: Apr 30, 2032), 'View Traditional Notary Certificate', 'View RDN Certificate', 'View Signature', 'View Bond', and 'View Criminal History Report'. There are also 'History' and 'Notices' sections at the bottom, both showing no data.

## Renewing Your Commission (IMPORTANT CHANGES)

**Q:** When can I start my renewal application?

**A:** You will receive an email notification when your renewal window opens 90 days prior to your current expiration date. The renewal fee is **\$75**.

**Q:** Will I keep my existing commission number when I renew?

**A: No.** Effective immediately, the Indiana notary renewal process has changed. Upon renewal approval, you will be issued a completely **new commission number** along with new effective and expiration dates.

**Q:** When does my new commission become active?

**A:** Your new commission's effective date will exactly match the expiration date of your previous commission. This ensures there is no gap or overlap in your authorization to notarize.

**Q:** Can I use my new commission number as soon as it is approved?

**A: NO.** Even though your renewed commission may show as 'Active' in your dashboard, you **must continue to use your old commission number until it officially expires.**

Attempting to perform notarizations using your new commission number before its official effective date is strictly prohibited and may result in disciplinary action. You can, however, order an updated stamp so that you have it available as soon as your new commission becomes effective.

## Contact

Email: [INBiz@sos.in.gov](mailto:INBiz@sos.in.gov)