








Remote Online Notarization (RON)* Security Question Statuses

<p>Pending: The Signer has not begun the security questions. To begin, they select Select here to complete security questions.</p>	 <p>Ellie Jones (elliejones@mailinator.com) Pending the completion of security questions. PENDING Select here to complete security questions</p>
<p>Passed: The Signer has successfully passed the security questions and can proceed to the closing.</p>	 <p>Ellie Jones (elliejones@mailnesia.com) This individual may continue to the Remote Online Closing. PASSED Select here to complete security questions</p>
<p>Skipped: The security question requirement has been skipped by the Notary conducting the session.</p> <p><i>Note: This is a configurable setting by company and may not be available during all signings in all states.</i></p>	 <p>Ellie Jones (elliejones@mailinator.com) This individual may continue to the Remote Online Closing. SKIPPED Select here to complete security questions</p>
<p>Failed, pending second attempt: The Signer has not successfully passed the security questions on the first attempt. They can try again.</p>	 <p>Ellie Jones (elliejones@mailinator.com) This individual answered incorrectly. Pending second attempt. FAILED Select here to complete security questions</p>
<p>Failed: The Signer has failed both attempts to pass the security questions and must wait 24 hours before attempting the questions again.</p>	 <p>Ellie Jones (elliejones@mailinator.com) This individual has answered incorrectly on two attempts and can try again in 24 hours. Please come back at 04/29/2021 at 11:48:28 AM. FAILED Select here to complete security questions</p>



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Pavaso Support

Business Hours: Monday – Friday 7:00 am – 8:00 pm CST

Email: support@pavaso.com

Phone/ Closing Hotline: (866) 288-7051

24/7 Online Help Library: Log in to your Pavaso account and click on **Help** next to your name.

*Due to platform capabilities, state law or regulation or all, electronic notarization and remote online notarization are not available in all areas.

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