

AR SOSE System Manual

Version 1



Module: Notary, Apostille, and Facsimile Signature

Last updated on 1/12/2024



Arkansas Secretary of State
JOHN THURSTON

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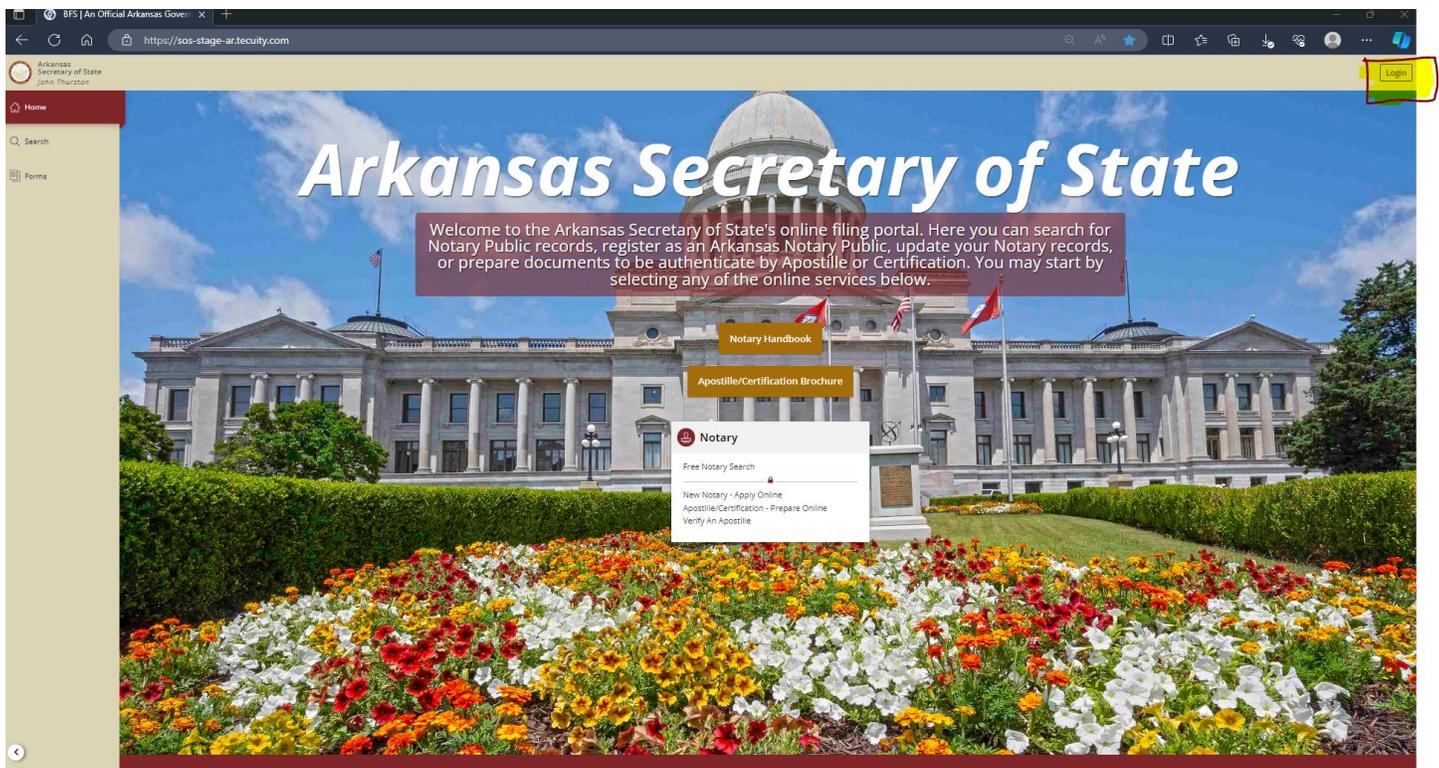
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Creating an Online Account & Logging In

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.





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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.

A screenshot of the "Arkansas Login" page. The page has a dark red header with the text "Arkansas Login". Below the header, there are two input fields: "User Email" with the placeholder "example@email.com" and "Password". To the right of the password field is a dark red "LOGIN" button. Below the login button are two links: "Forgot or Change Password?" and "CREATE AN ACCOUNT" (highlighted in yellow).

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.

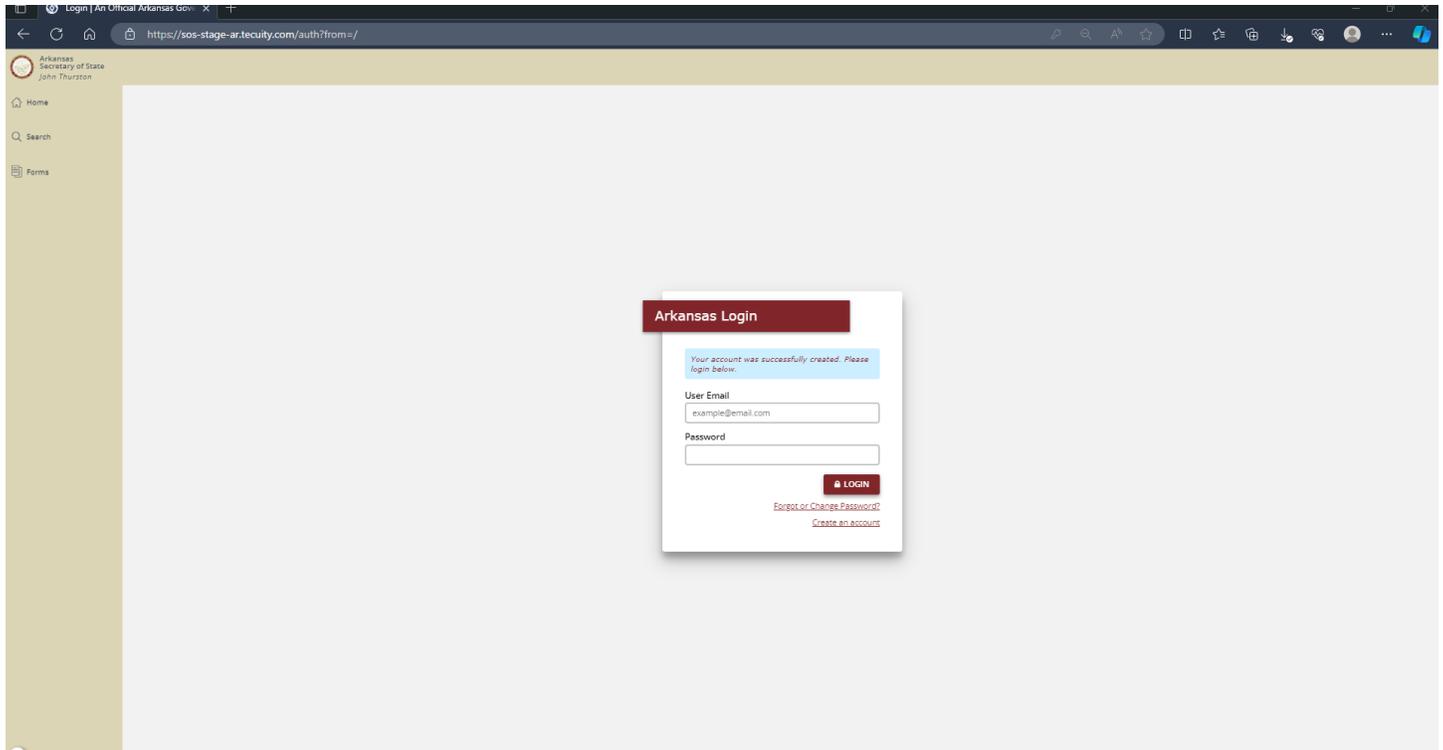
A screenshot of the "Create Arkansas Account" page. The page has a dark red header with the text "Create Arkansas Account". Below the header, there are several input fields: "First name" (with "John" entered), "Last name" (with "Doe" entered), "Email" (with "example@email.com" entered), and "Phone" (with "###-###-####" entered). Below these fields is a "Password" section with a list of requirements: "Must be at least 12 characters", "Must contain at least 1 uppercase letter", "Must contain at least one lowercase letter", "Must contain at least one number", and "Must contain at least one special character (?!@#\$%^&*~_{}|'< > , ; : ')". Below the password requirements are two input fields: "Password" and "Confirm Password". At the bottom right of the form is a dark red "CREATE ACCOUNT" button and a link "Login with existing account".

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.



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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.



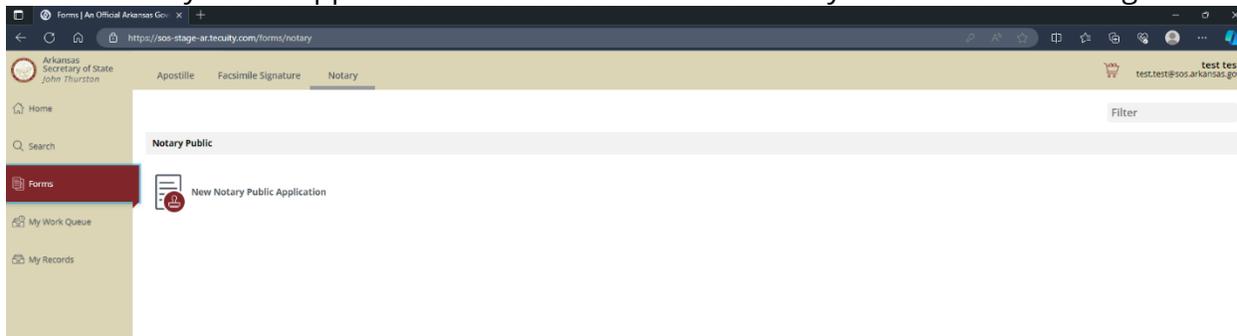
If you have questions, concerns, or issues, please contact our office at (501) 682-3409.



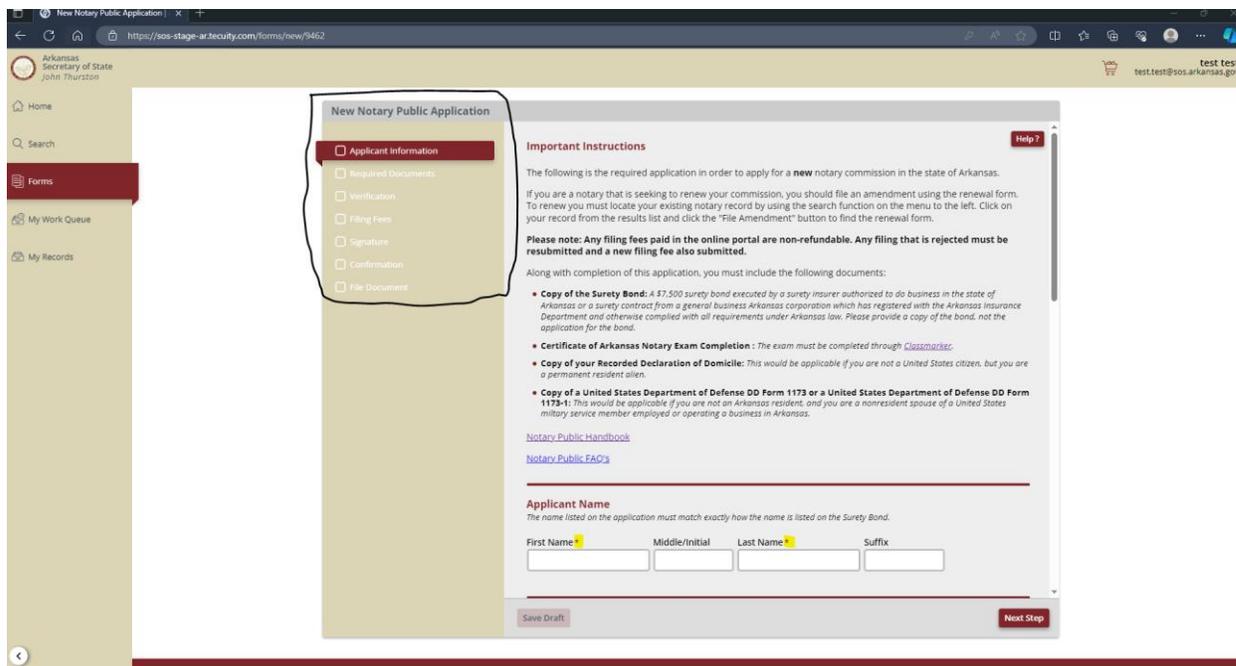
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New Notary Application (Web Filed)

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.





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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:

New Notary Public Application

- Applicant Information
- Required Documents
- Verification
- Filing Fees
- Signature
- Confirmation
- File Document

resubmitted and a new filing fee also submitted.

Along with completion of this application, you must include the following documents:

- Copy of the 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. Please provide a copy of the bond, not the application for the bond.
- Certificate of Arkansas Notary Exam Completion :** The exam must be completed through [Classmarker](#).
- Copy of your Recorded Declaration of Domicile:** This would be applicable if you are not a United States citizen, but you are a permanent resident alien.
- Copy of a United States Department of Defense DD Form 1173 or a United States Department of Defense DD Form 1173-1:** This would be applicable if you are not an Arkansas resident, and you are a nonresident spouse of a United States military service member employed or operating a business in Arkansas.

[Notary Public Handbook](#)

[Notary Public FAQ's](#)

Applicant Name

The name listed on the application must match exactly how the name is listed on the Surety Bond.

First Name *	Middle/Initial	Last Name *	Suffix
<input type="text" value="Test"/>	<input type="text"/>	<input type="text" value="Test"/>	<input type="text"/>

Applicant Residential Address

Enter the address of your residence. No PO Boxes are permitted.

Are you an Arkansas resident? *

Yes, I am an Arkansas resident.

No, I am not an Arkansas resident.

Please select one: *

I am a legal resident of an adjoining state that is employed by or operating a business in Arkansas.

I am a nonresident spouse of a United States military service member employed or operating a business in Arkansas.

Address *



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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.

- Applicant Information
- Required Documents
- Verification
- Filing Fees
- Signature
- Confirmation
- File Document

STE/APT/FL

Attention

City* State* ZIP code*
 AR

Employer/Business Address
Enter your employers or business address. This must be provided if you are not an Arkansas resident.

Address*

STE/APT/FL

Attention

City* State* ZIP code*
 AR

County of Commission:*
This must match the county that is listed on your Surety Bond.



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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.

The screenshot shows a web browser window with the URL <https://sos-stage-ar.tecuity.com/forms/new/5462>. The page title is "New Notary Public Application". On the left sidebar, the "Forms" menu is highlighted. The main content area shows a form with several steps: "Applicant Information", "Required Documents", "Verification", "Filing Fees", "Signature", "Confirmation", and "File Document". The "Applicant Information" step is highlighted in red, indicating an error. The form fields include: "Address*" (500 Woodlark Ave), "STE/APT/FIL", "Attention", "City*" (Little Rock), "State*" (AR), "ZIP code*" (72201), "County of Commission*" (Pulaski), and "Applicant Mailing Address" (Address*, STE/APT/FIL, Attention, City*, State*, ZIP code*). A red error message is visible at the bottom of the form: "Please provide a full address to continue." The "Next Step" button is disabled.

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:

The screenshot shows the "Applicant Name" section of the form. The title is "Applicant Name" and the instruction is "The name listed on the application must match exactly how the name is listed on the Surety Bond." The form fields are: "First Name*" (Test), "Middle/Initial" (), "Last Name*" (Test), and "Suffix" (). All fields have a green checkmark icon, indicating they are valid. A red error message is visible at the bottom of the form: "Please provide a full address to continue."

The screenshot shows the "New Notary Public Application" form with the "Required Documents" step highlighted in red. The "Surety Bond" section is visible, with the instruction "Enter your name as it appears on your Surety Bond." The form fields are: "First Name*" (Test), "Middle/Initial" (A), "Last Name*" (Test), and "Suffix" (). A red error message is visible at the bottom of the form: "Please provide a full address to continue."



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It looks like there are some mistakes in the data you've entered. Please review each invalid step before continuing.

The name on your application must match exactly how your name is listed on your Surety Bond. Either correct the name on the application, or you must obtain a rider from the provider of your Surety Bond. In addition to exact spelling, please check for errant punctuation or spaces.

Save Draft Previous Step **File Online**

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.**

Surety Bond Company Name: *
State Farm Fire and Casualty Company ✓

Commission Start Date: *
This must match the date that is listed on your bond.
01/12/2024 ✓

Surety Bond Upload

Upload a Copy of Your Surety Bond - Must be .PDF format * i

BONDTEST.pdf



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You will also be required to provide a Certificate of Arkansas Notary Exam Completion. This exam must be completed through [Classmarker](#).

Certificate of Arkansas Notary Exam Completion Upload

The Notary Exam must be completed through [Classmarker](#). Once you have received your certificate, you must upload it below.

Upload the Certificate of Arkansas Notary Exam Completion - Must be .PDF format * **i**

CERTTEST.pdf

Save Draft Previous Step **Next Step**

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.

Secretary of State
John Thurston

test.test@sos.arkansas.gov

Home Search **Forms** My Work Queue My Records

New Notary Public Application

- Applicant Information
- Required Documents
- Verification
- Filing Fees
- Signature**
- Confirmation
- File Document

Signature * Date *

MM/DD/YYYY **Today**

I, the undersigned, respectfully make application as an Arkansas notary public for a commission of ten (10) years and further state that the information contained in this application is true and correct.*

Please verify the name you list on the signature line matches the name listed in the Applicant Information.

Save Draft Previous Step **File Online**

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.

Save Draft Previous Step **File Online**

New Notary Application (Web Filed)



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After the payment has been submitted, you will have the ability to download the receipt. You will also be able track your filing's status and download relevant documents in the My Work Queue page.

The screenshot shows a web browser window with the URL <https://sos-stage-ar.tecudy.com/receipt?ref=971836ce-7f17-4b86-a>. The page features a navigation sidebar on the left with links for Home, Search, Forms, My Work Queue, and My Records. The main content area displays a receipt titled "Payment Successful" with a gold checkmark icon and a "DOWNLOAD RECEIPT" button. The receipt details are as follows:

Item	Amount
Test Test	\$20.00
Total	\$20.00

Below the receipt, under the heading "Available Downloads", there is one item: "New Notary Public Application" with a status of "Pending Review".

The screenshot shows the "My Work Queue" page with the URL <https://sos-stage-ar.tecudy.com/queue/notary>. The page has a navigation sidebar and a main content area titled "My Notary Work Queue" with a search bar. A table displays the work queue items:

Form Information	File Number	Status	Status Date	Submission Date	Actions
Test Test New Notary Public Application	F000001917	Pending Review	01/11/2024	01/11/2024	[Download] [Receipt]

On the right side, a sidebar for "Test Test" shows "Available Downloads" with two items: "New Notary Public Application" dated 01/11/2024 and "Receipt Detail" dated 01/11/2024.

New Notary Application (Web Filed)



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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.

The screenshot shows the 'Notary Search' interface. A search box contains 'test test'. Below it, the 'Advanced Search' section has radio buttons for 'Starts with', 'Contains', and 'Exact' (selected), and a checkbox for 'Active Notarial Officer only'. There are input fields for 'City' and 'Service Type' (set to 'None'). A 'Search' button is visible. Below the search box, a table displays search results:

Name	Commencement Date	Commission #	City of Residence	Notary Status
TEST TEST	7/12/2019 12:00 AM	12708043	Little Rock	Good Standing
Test Test	1/12/2024 12:00 AM	20000117	Little Rock	Good Standing

On the right sidebar, the 'File Amendment' button is highlighted with a red box. Other buttons include 'Request Certificate' and 'View History'. The sidebar also displays notary details for 'Test Test'.

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

The screenshot shows the 'File Amendment' modal window. It contains three options:

- Notary Public Amendment**: Use this form to update general information (e.g. addresses, email address, phone number). You may NOT use this form to update a Notary Public Name.
- Notary Public Renewal**: Use this form to renew your notary commission in the state of Arkansas. Be sure to have completed the Arkansas Notary Exam and have a copy of your Surety Bond.
- Lost or Stolen Stamp Notification**

The 'Notary Public Renewal' option is highlighted with a yellow box. The background shows the search results table from the previous screenshot.



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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:



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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.

Employer/Business Address
Enter your employers or business address. This must be provided if you are not an Arkansas resident.

Address*

STE/APT/FL

Attention

City* State* ZIP code*

County of Commission:*
This must match the county that is listed on your Surety Bond.

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.

Applicant Information
 Required Documents
 Verification
 Filing Fees
 Signature
 Confirmation
 File Documents

No, I am not an Arkansas resident.

Address*

STE/APT/FL

Attention

City* State* ZIP code*

County of Commission:*
This must match the county that is listed on your Surety Bond.

Applicant Mailing Address
Enter your mailing address. If your mailing address is the same as your residential address, click the copy button to the right of the address line, and select your address.

Address*

STE/APT/FL

Attention

City* State* ZIP code*

Please provide a full address to continue.

Save Draft



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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:

Applicant Name
The name listed on the application must match exactly how the name is listed on the Surety Bond.

First Name *	Middle/Initial	Last Name *	Suffix
<input type="text" value="Test"/>	<input type="text"/>	<input type="text" value="Test"/>	<input type="text"/>

Applicant Information
 Required Documents
 Verification
 Filing Fees
 Signature
 Confirmation

Surety Bond [Help ?](#)
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.

Enter your name as it appears on your Surety Bond.

First Name *	Middle/Initial	Last Name *	Suffix
<input type="text" value="Test"/>	<input type="text" value="A"/>	<input type="text" value="Test"/>	<input type="text"/>

! It looks like there are some mistakes in the data you've entered. Please review each invalid step before continuing.

The name on your application must match exactly how your name is listed on your Surety Bond. Either correct the name on the application, or you must obtain a rider from the provider of your Surety Bond. In addition to exact spelling, please check for errant punctuation or spaces.

[Save Draft](#) [Previous Step](#) [File Online](#)



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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 also be required to provide a Certificate of Arkansas Notary Exam Completion. This exam must be completed through [Classmarker](#).

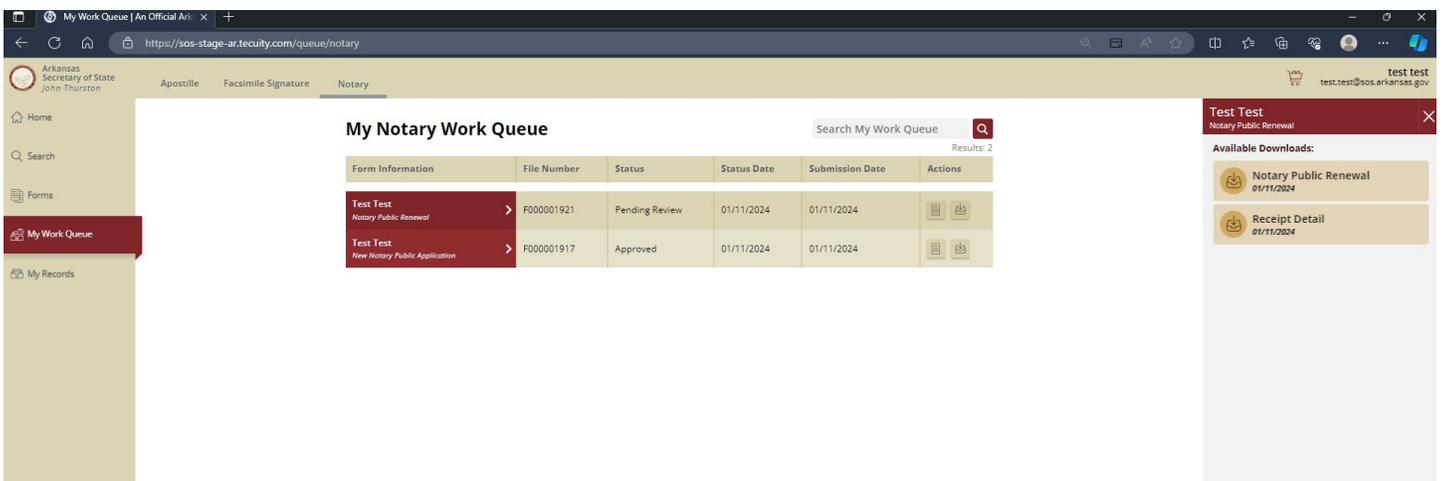
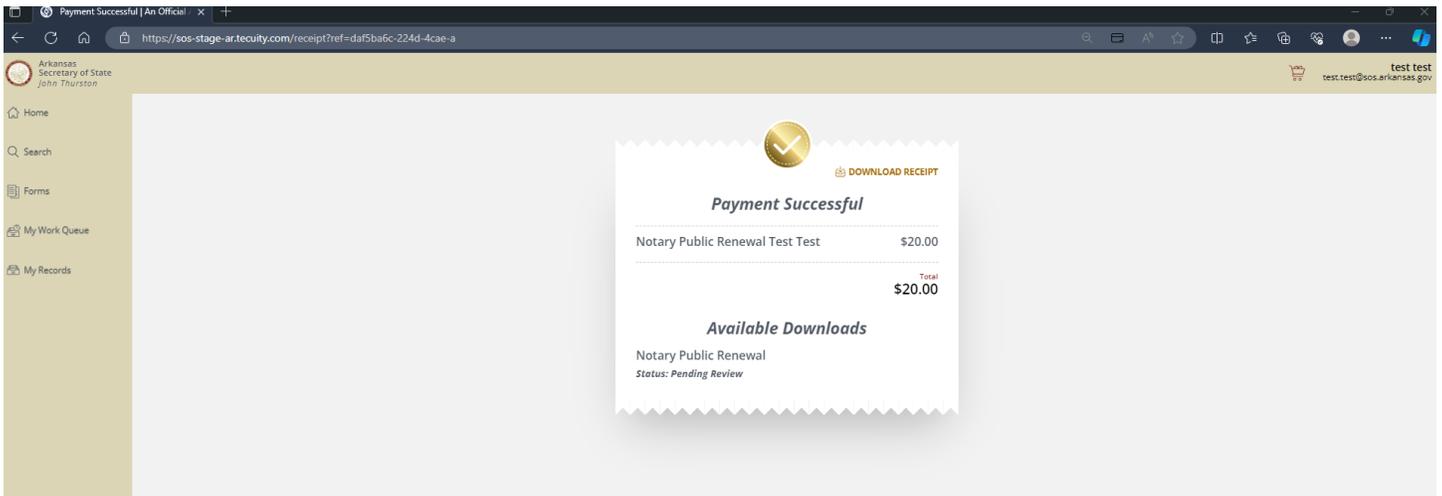
You will be required to sign the application electronically. This electronic signature will be a typed signature and will need to match the name on the Applicant Information step and in the Required Documents step.



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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 also be able track your filing's status and download relevant documents in the My Work Queue page.





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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 [paper application](#) 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:

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.

The screenshot shows the 'Notary Search' interface on the Arkansas Secretary of State website. A search box contains 'test test'. Below it, the 'Advanced Search' section has 'Exact' selected. The search results table shows two entries for 'TEST TEST' with commission numbers 12708043 and 20000117, both in 'Good Standing'.

Name	Commencement Date	Commission #	City of Residence	Notary Status
TEST TEST	7/12/2019 12:00 AM	12708043	Little Rock	Good Standing
Test Test	1/12/2024 12:00 AM	20000117	Little Rock	Good Standing

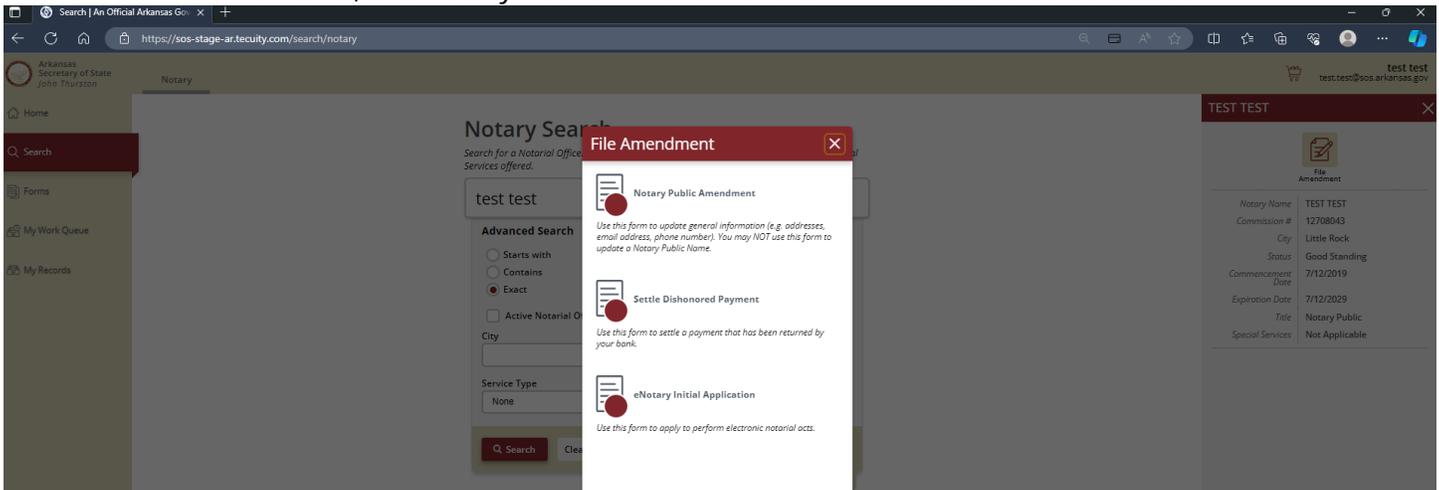
On the right side of the interface, there is a 'TEST TEST' panel with a 'File Amendment' button and a list of details for the selected notary record.

Notary Name	TEST TEST
Commission #	12708043
City	Little Rock
Status	Good Standing
Commencement Date	7/12/2019
Expiration Date	7/12/2029
Title	Notary Public
Special Services	Not Applicable

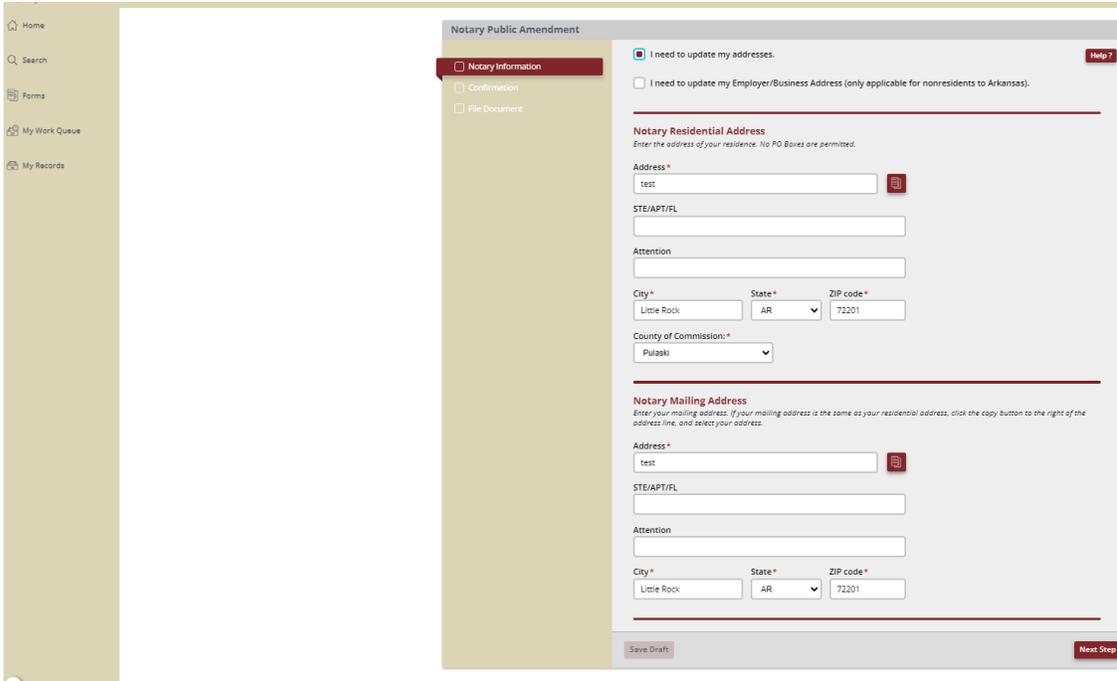


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In the list of Amendments, the Notary Public Amendment form will need to be selected.



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





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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"

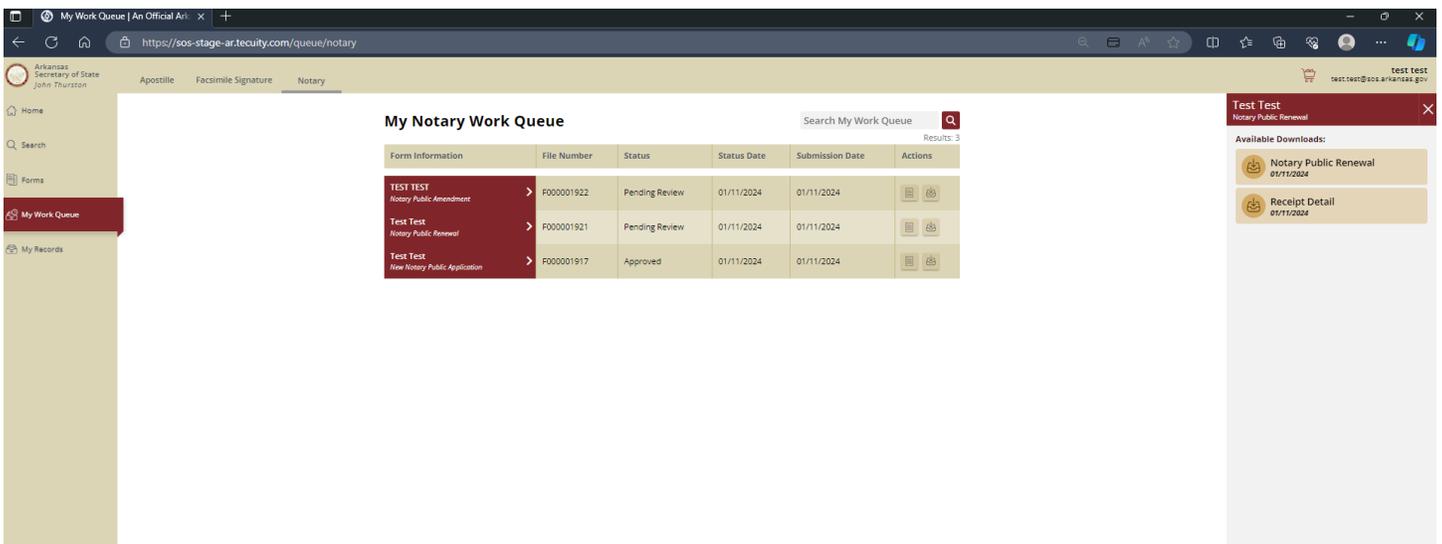
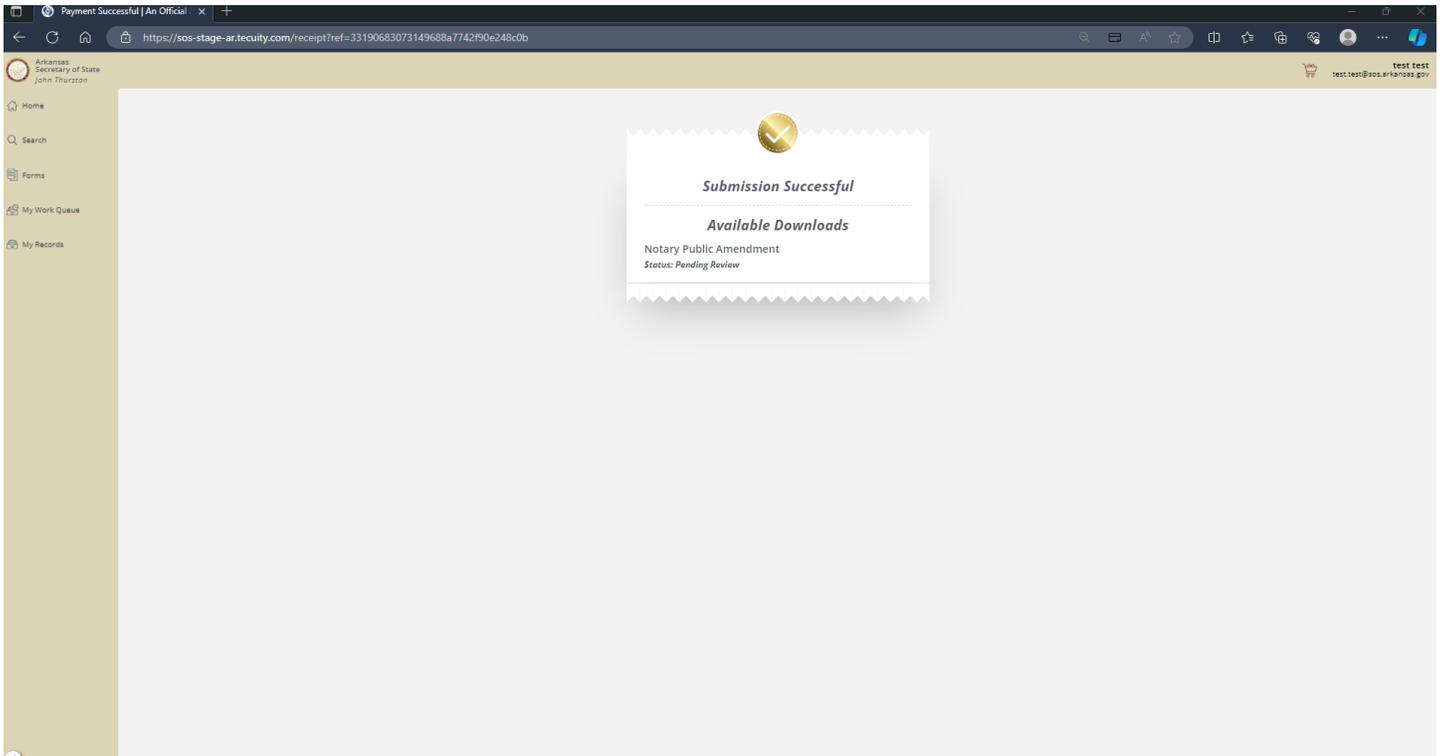
The screenshot shows a web browser window displaying the 'Notary Public Amendment' form on the Arkansas Secretary of State website. The browser's address bar shows the URL: <https://sos-stage-ar.ecuity.com/amend/9468/12708043>. The page title is 'Notary Public Amendment | Ark...'. The user is logged in as 'test test' with the email 'test.test@sos.arkansas.gov'. The form is titled 'Notary Public Amendment' and has a 'Help ?' button. It contains several sections: 'Notary Information' with fields for First Name (TEST), Middle/Initial, Last Name (TEST), Suffix, Commission Number (12708043), and Commission Expiration Date (07/12/2029). There are two checkboxes: 'I need to update my addresses.' (unchecked) and 'I need to update my Employer/Business Address (only applicable for nonresidents to Arkansas).' (checked). Below this is the 'Notary Employer/Business Address' section with fields for Address*, STE/APT/FL, Attention, City*, State* (AR), ZIP code*, and County of Commission* (Pulaski). At the bottom of the form are 'Save Draft' and 'Next Step' buttons.

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



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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.



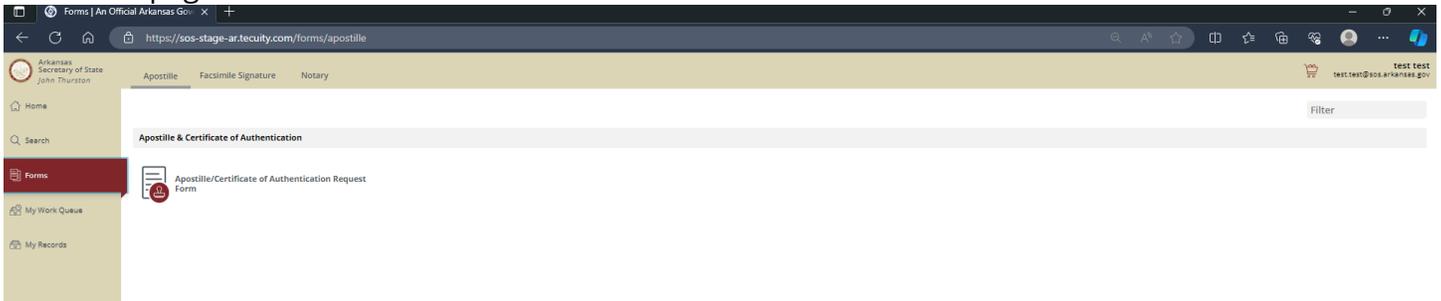
Notary Public Amendment Filings (Web Filed)



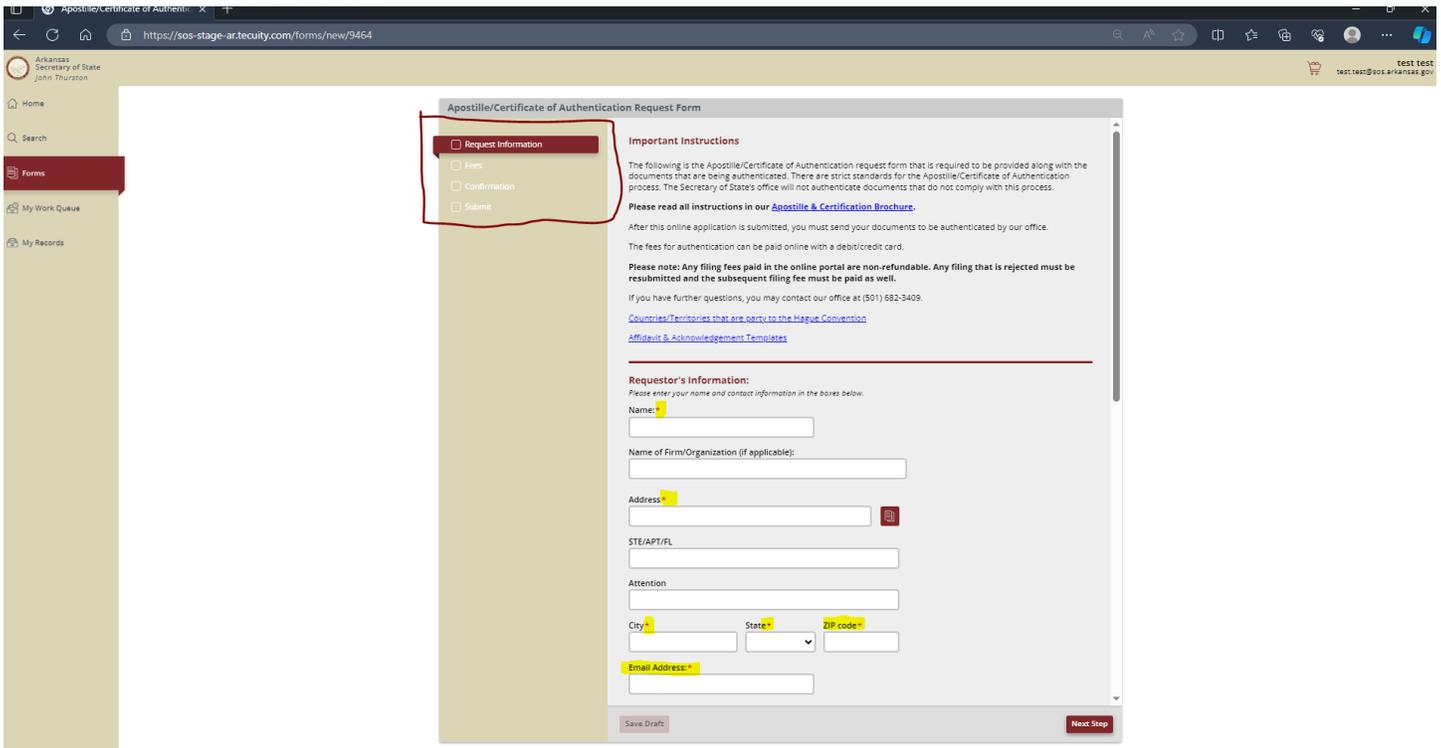
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Preparing an Apostille/Certification Filing Online

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.





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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.

The screenshot shows the 'Document Information' section of the web form. On the left is a navigation menu with 'Forms', 'My Work Queue', and 'My Records'. The main content area has a sidebar with 'Fees', 'Confirmation', and 'Submit'. The 'Document Information' section includes a heading, a sub-heading, and a question: 'What country will your documents be used in?'. Below the question is a dropdown menu with 'Mexico' selected. There are also sections for 'Please affirm the following' and 'Requested Document Type'.

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.

This screenshot shows the 'Please affirm the following' and 'Requested Document Type' sections. The affirmation section has a radio button selected for 'I affirm this country is a part of the Hague convention and an Apostille will be generated.' The 'Requested Document Type' section has a list of options with radio buttons, including 'Background Check', 'Birth Certificate', 'Copies', 'Death Certificate', 'Diploma', 'Divorce Decree', 'Financial - Personal', 'Legacy Document', 'Marriage License', 'Other', 'Power of Attorney', 'Proof of Life', 'School Transcript', and 'Single Status Certificate'.

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.

The screenshot shows the 'Return Instructions' and 'Delivery Instructions' sections. The 'Return Instructions' section has a heading, a sub-heading, and a question: 'Please indicate who will submit the documents being authenticated to the Secretary of State?'. Below the question are two radio button options. The 'Delivery Instructions' section has a heading and a list of options with radio buttons, including 'A postage-paid, pre-addressed return envelope or shipping label will be included with the documents.', 'A pre-paid shipping label has been sent to corprequests@sos.arkansas.gov', 'The Secretary of State's office can send back my documents by standard mail.', and 'Documents will be picked up. Notify me by phone or email when the documents are ready.' At the bottom of the form are 'Save Draft' and 'Next Step' buttons.



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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.



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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.