

# How to receive notarial services online?



LATVIJAS  
NOTĀRS

Registration, booking an appointment, joining a videoconference and signing a document – *step by step*

## Step 1

### How to make a profile in [latvijasnotars.lv](https://latvijasnotars.lv)?



**Creation of a profile is mandatory** to apply for and participate in a videoconference.

In the website of [latvijasnotars.lv](https://latvijasnotars.lv) press the button **Authorize with latvija.lv**;

Authorize with [Latvija.lv](https://latvija.lv)

After entering [latvija.lv](https://latvija.lv) you have to accept the terms and choose one of the offered **means of authentication**:



To connect with an **eID card or eSignature card**, you have to install *eSignature 3.0* version on your device and enable *eSignature signing extension* on the browser



To connect with **eSignature mobile** or **internet banking authentication**, the smart device must have appropriate *eSignature mobile* or *Smart-ID applications*



Upon authentication for the first time, you will be asked to provide **your e-mail address** and a **phone number**, this information is necessary for the notary to be able to contact you.

## Step 2

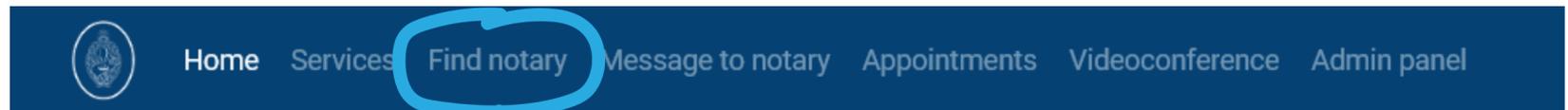
### How to enter [latvijasnotars.lv](https://latvijasnotars.lv)?

To connect to the portal [latvijasnotars.lv](https://latvijasnotars.lv), you must press the button **Authorize with latvija.lv** and choose one of the offered **ways of authentication**.

Authorize with [Latvija.lv](https://latvija.lv)

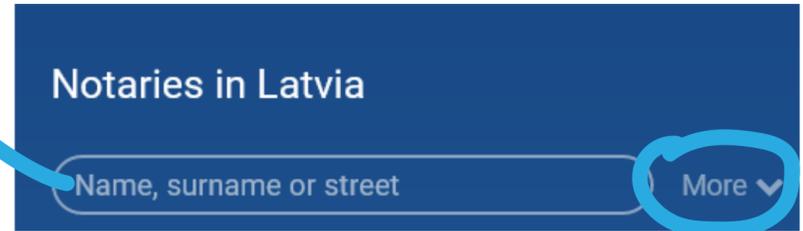
## Step 3

### How to find a notary?



Use the button **Find notary** on the upper left side corner of the page;

To find the preferred notary, **type** notary's name, surname, name of the street in the search engine, or simply choose a notary from the list;



You can extend the search by **pressing on the button More**, where you can choose languages, spoken by the notary, district court and city. The filter will select the most suitable notaries for you.

## Step 4

### How to book an appointment?

After you have selected a notary, go to the section **Make an appointment**;

 If more than one person is going to participate in the appointment, the application for **the appointment has to be made only by one participant; other participants** have to have **registered portal profiles**.

Indicate the **date and time** you would like to have an appointment.

Fill in the fields provided – in *Subject* window **indicate "Online appointment"** and **click** on the **arrow** icon.

A **message** will be sent to the **indicated e-mail address** stating that your request has been received.

During the indicated number of days (in the e-mail), the **notary will phone you** to set the date and time for the videoconference as well as the service to be provided.

After the phone call, a **confirmation message will be sent** to your e-mail address, containing the date, time, service **and link to the online appointment** in the portal.

A dark blue form titled 'Make an appointment'. It contains the following fields: 'Address: Brīvības iela 10B, Dobele', a date and time selector showing '02.04.2021.' with a calendar icon and a dropdown arrow, a 'Subject' field with the text 'Online appointment', an email address field with 'name.surname@emailprovider.com', and a field with the number '29000011'. A white arrow icon is visible on the right side of the form.

## Step 5

# How to prepare for an online appointment?



You must use the current version of **Windows 10** or **macOS** and **Google Chrome** browser to ensure a successful appointment;



You should choose a **quiet and bright room**, preferably without windows and light, sound sources in the background;



You should ensure a **stable internet connection** of at least 10/10 Mbit/s;

A successful videoconference should have an internet connection **without outgoing data flow restrictions**. If you are using a corporate network or you can't connect due to network restrictions, try to use hotspot on your mobile phone, for example;



You must connect a **camera**, a **microphone**, a **headset** or **speaker**;



You have to have an **electronic signature**:



If you are planning to sign the document with an **eID card**, you have to install *eSignature 3.0* on your device and enable *eSignature signing extension* on the browser.



If you are planning to sign the document with **eSignature mobile** or qualified **Smart-ID**, the smart device must have appropriate *eSignature mobile* or *Smart-ID Qualified* applications.



# The appointment



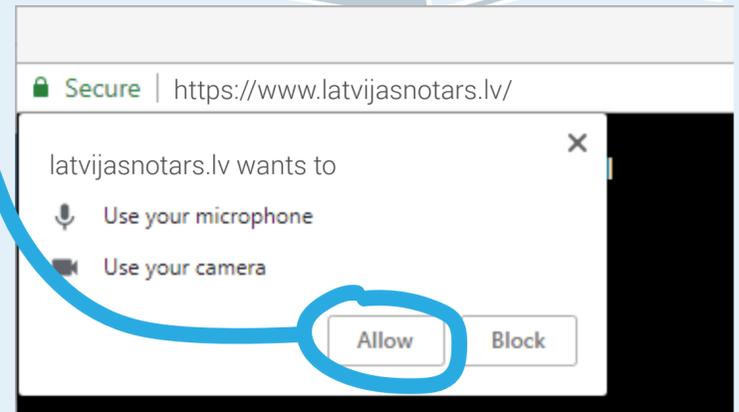
## Step 6

### What to do during an online appointment?

Entering latvijasnotars.lv **enable** (Allow) the use of **camera** and **microphone**;

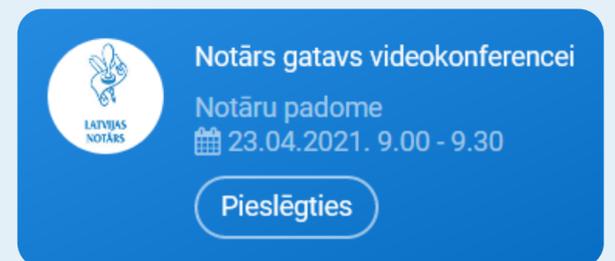
Make sure that the **quality of the video is good** (face is clearly visible and identification document clearly legible when placed close to the camera);

The **notary will start the video call** at the agreed time. You will receive an **invitation to join** the video call **by e-mail**. Click on the link in the e-mail and join the online appointment. As soon as the notary starts the video call, press on the green handset button.



 If you are in the portal latvijasnotars.lv before the notary has started the video call, an invitation to join the video call will appear.

Join the video call by pressing the green handset.



## Step 7

### Notary may request a comparison of facial and passport or ID card.

If the notary has doubts about the identity of the person or the image of the person's face is not clear to be seen, the notary may request and customer must perform a comparison of facial and passport or ID card in latvijasnotars.lv. platform during videoconference.

The customer may receive a request from the notary to assure his or her identity before the visit. In this case customer must **choose button** *Assure your identity*;

Lūdzu, aplieciniet savu identitāti.

Lai saņemtu notariālo pakalpojumu, Jums ir jāveic savas sejas salīdzināšana ar personu apliecinošu dokumentu (pasī vai ID karti).

Apliecināt savu identitāti

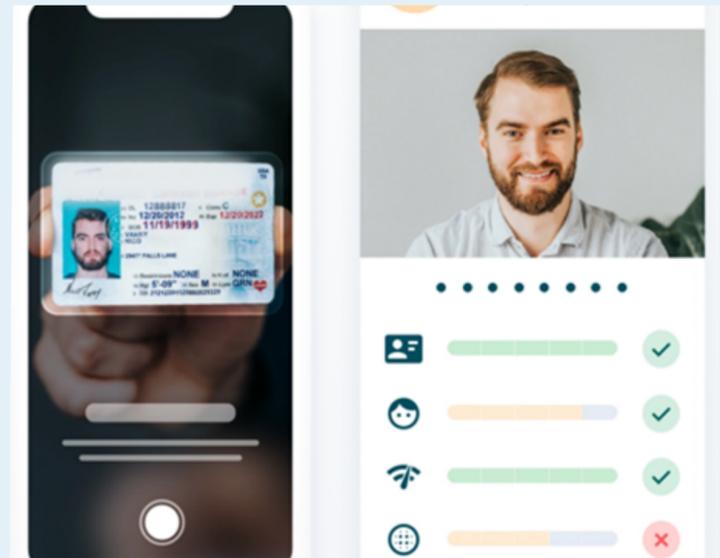
The customer with the phone camera must **scan the QR code** that will appear on the screen;

When the QR code is scanned in the camera, the **link to be opened** will appear;

In the selected link customer must **scan his face and ID card/passport**.



When the system compared the person and his ID card/passport and recognised them as appropriate, only then a notarial service is provided to the customer.



## Step 8

### How to sign an e-document?

At the time of signing, the notary will activate the signing section.

Ways to sign an e-document:



To sign with an **eID card**, *eSignature 3.0* has to be installed on you device and *eSignature signing extension* on the browser has to be enabled;



To sign with an **eSignature mobile**, the *eSignature mobile* user number and password must be entered in the mobile device's application;



To sign with **Smart-ID**, enter **Smart-ID PIN2** on your mobile device;

Choose signing method

eID card

eParaksts mobile

Smart-ID

or

Download to sign

Upload with signature



To sign the document using **other tools**, press the button *Download to sign*, download the document to be signed on your computer, sign it, upload the signed document by pressing *Upload with signature*. The document or its metadata may not be modified.

Choose signing method

eID card

eParaksts mobile

Smart-ID

or

Download to sign

Upload with signature

## Step 9

### How to pay for the service?

Before confirming the receipt of the document, the payment has to be made. Notary's invoice can be paid online, using one of the **internet banks of Latvia** using section *Payment* and pressing button *Pay* or **making a money transfer**.

Payment

Please make a payment

blank.pdf

29.03.2021. Nr. 1, Notāru padome

To pay: 1.00 €

Pay

## Step 10

### How to obtain the signed e-document?

After making the payment, the document, certified by the notary can be obtained **in the section of e-documents** *E-document*, pressing the button *Open*.

E-document

## Step 11

### How to view your history of activities?

To view the history of your activities, in selection menu under *Services*, choose ***My activities***.

My activities