

Application Review



Agency: **Attorney General**

Project Name: **Online Notary Public**

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## CONTENT OUTLINE



**Background**



**Challenges & Objectives**



**Solution**



**Metrics & Successes**



# Background

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## Overview

- Launched in 2013, Online Notary Public (ONP) allows the public to schedule and pay for exams to become a live or remote Notary Public, and then purchase commission and renewal.
- Citizens can also search for Notary Publics by location and language.
- Built by Tyler at no cost; redesigned in 2018; remote Notary option added (hybrid project) in 2022. Transaction fees support the service.



# Challenges & Objectives

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## Challenges

- Prior to 2013, admins entered all data, took payments manually in a paper-based system, and wanted an online option
- By mid-2017, the AG wanted to eliminate offline submissions due to backlog, so imposed mandatory online applications
- In 2022, AG chose to improve accessibility through remote notaries

## Objectives

- Complete system to track notary applications, renewals, exams, updates, and payments
- Improve staff efficiency
- Mobile device friendly; responsive
- Paperless process



## Solution

### Site Launch & Redesign

2013

The 2013 website features a dark green header with the Hawaii.gov logo, Attorney General title, and utility links for text size, help chat, and staying connected. The main content area is titled "Online Notary App" and includes a navigation menu with links for Home, Registration, Public Search, Forms & Resources, FAQs, and Contact. A search bar is positioned above the main content. The primary heading is "Online Notary Application", followed by a welcome message and several paragraphs of placeholder text. A "LOGIN" button is located at the bottom left. The footer contains contact information for the Notary Office, including address, phone, fax, and email, along with ADA, feedback, login, privacy, and terms links, and a copyright notice for 2012.

2018

The 2018 website has a modern, clean design with a blue and white color scheme. The header includes the Hawaii.gov logo, Notary Office title, and a Log In link. A yellow banner at the top provides information about the transition from the old app to the new website. The main heading is "Online Notary Public" with the Hawaii Department of the Attorney General logo. The navigation menu includes Home, Notary Services, Public Search, and Help. The main content area is titled "Welcome to the Online Notary Public" and includes a sub-heading "Apply for Notary Public Commission and manage renewals, payments, and exam scheduling". It features three numbered sections: "1. Submit an application" (with a \$20 fee), "2. Schedule an examination" (with a \$10 fee), and "3. Order & pay for the commission" (with a \$100 fee). A "Remote Online Notary (OPTIONAL)" section is also present. On the right side, there are three informational boxes: "Ready to start?" with a "Log in to get started" button, "Notary Office" with "Hours of Operation" (Monday-Friday, 8AM-12PM) and "Parking Information", and a note about parking availability for exams. A footer note states "Please be informed that Act 54".

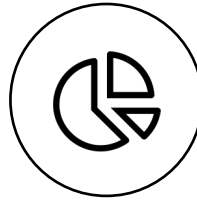


# Metrics & Successes



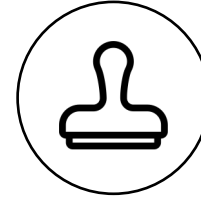
**28,134**

Transactions  
processed  
2013 - 2022



**\$1.492M**

AG Notary Payments  
collected  
2013 - 2022



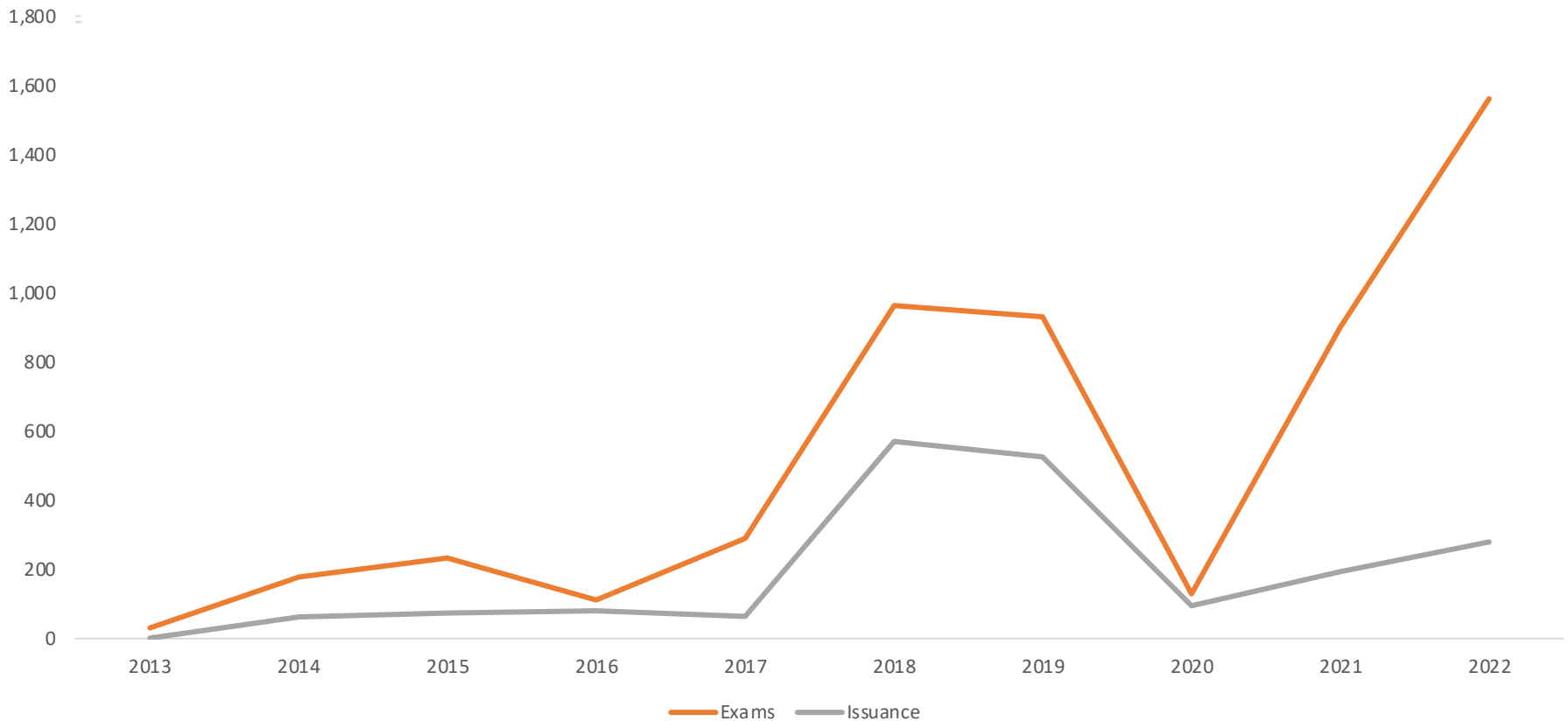
**4,833**

Number of Active  
Notaries  
2023



# Metrics & Successes (continued)

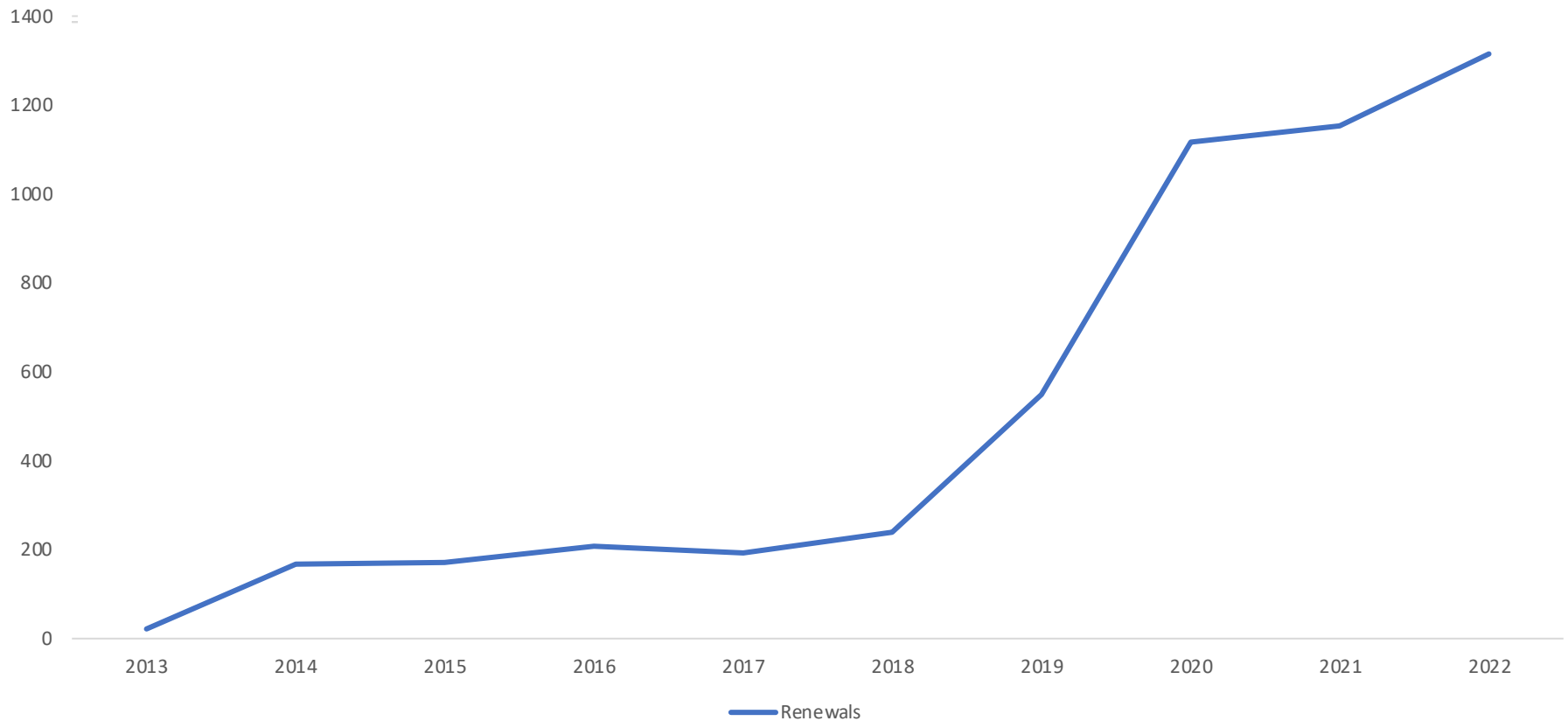
## Online Notary Exams & Issuances 2013 - 2022





# Metrics & Successes (continued)

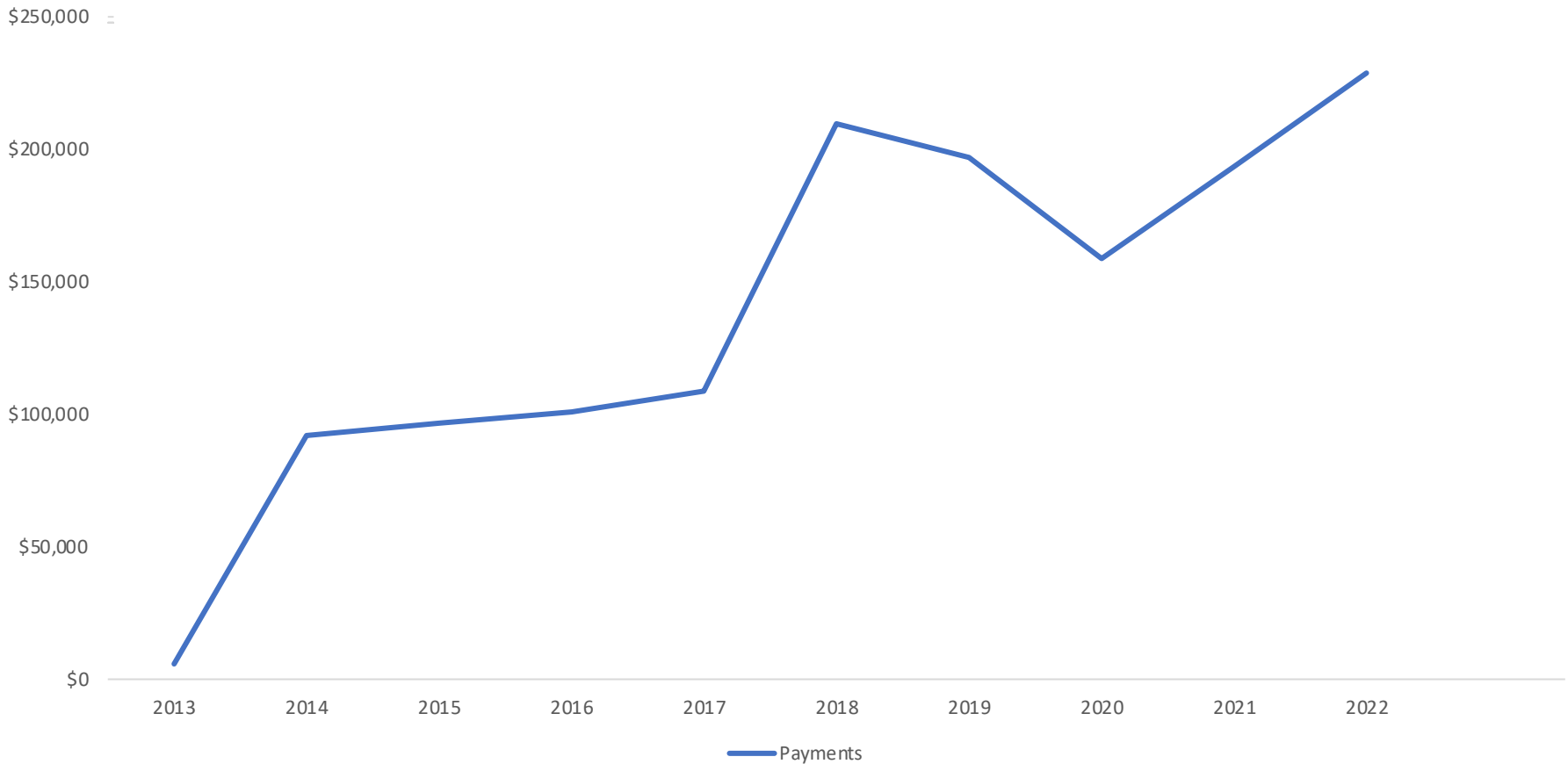
## Notary Renewals 2013 - 2022





# Metrics & Successes (continued)

## Online Notary Fees 2013 - 2022







# Metrics & Successes (continued)

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## Success Measures

- Adoption rate – now 100% online
- Paperless process - no need to key in applications or handle cash – improved staff efficiency
- Number of commissioned notaries, including remote online notaries – easier for public to search for and find notaries
- 6 month backlog in 2017 reduced to ZERO
- Automated System Notifications increased efficiency & reduced human errors
- Faster turn around times on issuing Notary Commissions
- User Self Service – able to update their own information



Thank you

**Tyler Hawaii**

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