

## I lost my password and/or my digital signature (.epf file).

Choose the statement below that best describes your situation:

1. I have access to my professional email address or my alternate email address associated with my Notarius signature.
2. I do not have access to my professional email address, nor do I have access to my alternate email address associated with my Notarius signature.
3. I no longer remember the answers to my 3 secret questions.

### 1. I have access to my professional email address or my alternate email address associated with my Notarius signature.

Let's recover your digital signing certificate (.epf file) and update your information.

Recover your digital signature certificate:

- a. Go to [notarius.com/recover](https://notarius.com/recover).
- b. Enter your **business email address associated with your digital signature**; you will receive an email at your **alternate email address** AND at your **business email address associated with your digital signature**.
  - i. If you do not have access to either of these options, [contact our Customer Service team](#).
- c. In your mailbox, you will receive an email \* from [support@notarius.com](mailto:support@notarius.com), Open it
  - i. Check your unwanted emails.
  - ii. Make sure to add [support@notarius.com](mailto:support@notarius.com) in your contacts to avoid our emails going to spam.
- d. Click on **Recover your digital signature**.
- e. On your browser, answer your 3 security questions and click **Next**.
- f. You will receive an email indicating **your reference number**.
- g. Complete the form.
  - i. If you began the recovery process before, verify your previous emails. You should have received a **reference number**.
- h. Click **Download and activate**.
- i. Open the **.epf** file you just downloaded; a user session will prompt you to enter your digital signature password.
- j. Enter your password and click **OK**.
- k. An Entrust session will then be opened on your computer.
  - i. The Entrust icon will now show as connected (logged in).

You have access to your digital signature on your computer.\*

\* If you have more than one digital signature, to ensure your security, repeat this procedure for each of your signatures. Be sure to log out and log in each time.

**2. I do not have access to my professional email address, nor do I have access to my alternate email address associated with my Notarius signature.**

[Contact our Customer Service Team.](#)

**3. I no longer remember my answers to the 3 secret questions.**

To re-access your signature, register without payment by [clicking here](#).

*i. You will then be prompted to perform an identity verification with one of our [Identity Verification Agents](#).*



**We help  
you sign!**

You have more questions?  
Visit our support center to  
find an answer quickly.  
**support.notarius.com**