

2021 Updates to Notary Regulations

In 2021, the Office of the Lieutenant Governor completed a comprehensive update to Alaska's notary regulations. These updates modernized the regulatory framework governing notarial acts, aligned regulations with statutory changes, and improved the clarity and usability of requirements for commissioned notaries statewide.

Key outcomes of the 2021 regulatory update included:

- Bringing existing regulations into alignment with updated statutory provisions and administrative needs.
- Streamlining requirements for notary commissions and notarial acts to improve clarity for the public and regulated community.
- Modernizing regulatory language to support digital notary processes and remote notarization capabilities.
- Ensuring the regulatory framework better reflects contemporary notarial practices and the administrative realities of the Notary Commission Office.

Website Modernization and Notary/Apostille Process Improvements

Beyond the 2021 regulatory updates, the Lt. Governor's Office continues to advance modernization across website development, notary commissions, authentications, and apostille services. These modernization efforts also qualify for inclusion under AO 360.

Full Website Redesign and Migration Project

The Lt. Governor's Office has advanced significant digital modernization through a full redesign and migration of its public website. This effort includes technical upgrades, refreshed site architecture, and improved content management capabilities. This website modernization aligns with AO 360's directive to improve public-facing digital services and enhance accessibility, transparency, and usability for Alaskans.

Notary & Authentications Process Improvements

The Notary Commission & Authentications Office has implemented process improvements to enhance customer service, reduce administrative burden, and better handle complex or sensitive authentication requests. Examples include:

- Development of clearer internal guidance for handling foreign authentication certificate requests and sovereign citizen-related filings, including work with the Department of Law on updating outdated guidance and considering a more formalized denial policy for illegitimate authentication requests; and

- Improved coordination across agencies to ensure that notarized and state-issued documents intended for international use are properly validated and authenticated, with an emphasis on preventing misuse of Alaska's authentication authority.

These improvements demonstrate ongoing modernization in policy interpretation, workflow consistency, and customer-facing service integrity.

Apostille and Notary Public Power Platform Modernization Project (2025–2026)

The State is currently undertaking a major digital modernization effort through the Apostille and Notary Public Power Platform Modernization Project.

This initiative represents a substantial modernization of the State's notary and authentication systems.

Documented modernization elements include:

- Implementation of an upgraded Power Platform-based system to automate, streamline, and digitize notary commission processing, apostille requests, and internal workflows.

Security and Access Enhancements:

- Creation of improved storage account access controls and group-based permissions.
- Consolidation of access management for technical and administrative users.

Process Automation Gains:

- Resolution of Power Automate licensing issues.
- Development of automated templates for rejection notices and customer communications, with future iterations allowing dynamic or customizable templates.

User-focused Improvements:

- Standardized email templates to reduce errors and speed processing.
- Planned improvements to "reply-to" functionality to ensure customers receive responses from appropriate service accounts (e.g., notary@alaska.gov).

Future Enhancements Identified for Later Iterations:

- Additional automation for bond and signature page rejections.
- Improvements in credit card processing and integration with Wells Fargo systems.
- Long-term backlog tracking and feature export at project close.

Overall, this modernization project significantly improves efficiency, reduces manual workload, increases transparency for applicants, and positions the Lt. Governor's Office for long-term digital transformation.