

QUICK REFERENCE TO PROBLEMS

Problem / Explanation / Action to Take

For Problems 1 - 20, an explanation and the action required for each are detailed beginning on Page 2 of this document.

Photo Identification (See page 2 for photo ID requirements)

1. Photo Identification requirements
2. Voter has no acceptable photo ID

Address or Name Change

3. Voter's name marked with "?" but voter did not move
4. Voter moved within same precinct, or voter changed name only
5. Voter moved within VA before this election day and after Nov. 4, 2014
6. Voter moved within VA between Nov. 7, 2012 and through Nov. 4, 2014
7. Voter moved to another state

Pollbook

8. Voter's name marked with "F" or "R" on pollbook
9. Voter's name not on pollbook
10. Voter's name omitted from pollbook in error
11. Person is not qualified to vote
12. a. Name is not on pollbook; Registrar unavailable/
cannot confirm registration (basic Provisional Ballot procedure);
b. voter lacks photo ID.
13. Voter is challenged by Officer or another voter
14. Voter's name already marked as having voted

Accessibility

15. Voter asks for help to vote
16. Voter is blind
17. Voter asks to vote outside polls

Other

18. Voter's name marked with "A" on pollbook

Absentee

19. Absentee voter appears at the polling place to vote.

Extension of Poll Hours

20. Poll hours extended by court order

Abbreviations & Notations

AB	Absentee Ballot
AB LIST	Final Absentee Ballot Report
CAP	Central Absentee Precinct
EPB	Electronic Pollbook
ID	Photo Identification
OP	Outside Polls
PBC	Pollbook Count
S	Voter has completed required statement (including <i>Affirmation of Eligibility</i>)
SOR	Statement of Results
§ 24.2	Title of the Code of Virginia, also known as the Virginia Election Laws

Explanation of Symbols by Voter's Name

(on EPB may be shown on list, in voter's details or otherwise):

- ?** Voter must complete form before voting to **verify current residential address**. (EPB may show "inactive" or "address confirmation required")
Action depends on whether, when and where the voter moved (Problems 3-7).
Problems 4 - 7 also may apply if the voter's name is not marked with "?".
- A** Voter has **assigned number** instead of Social Security Number on voter rolls (Problem 18). This applies to very few voters. A column of "A's" (with an occasional "I" on the EPB), indicates "active" (vs. "inactive") **status, not "assigned number."**

- F** **Federal only** overseas voter eligible to vote in federal elections only (Problem 8)

- R** **Permanent** overseas voter eligible to vote in all elections (Problem 8).

If voter has questions about any requirement, voter may call the Department of Elections at 1-800-552-9745.

The Chief Officer's notebook contains a detailed list of acceptable photo ID's.

1. Photo ID Requirements

- **All** voters must be asked for photo identification displaying a photograph § 24.2-643(B)
- Voters only need to show **ONE** form of photo ID.
- Do not record the type of photo ID examined
- **NEVER** turn a voter away because of a lack of photo ID (see problem #2 if voters do not have proper photo ID)

ACCEPTABLE PHOTO ID TYPES

One of the following photo IDs:

- Valid Virginia Driver's License*
- Valid United States Passport*
- Valid Student photo ID* issued by an institution of higher education located in Virginia
 - Must have photo
- Valid Employee photo ID Card*
 - Must have photo
 - Must be issued in the ordinary course of business
- Photo ID issued by Government Agency of:
 - The Commonwealth of Virginia (including a public college or University in Virginia), or
 - One of the Commonwealth's political subdivisions (counties, cities, towns, etc.), or
 - The United States
 - Must have photo
- Tribal enrollment or photo ID's issued by one of the 11 recognized tribes in Virginia **
 - 11 tribes are: Cheroenhaka (Nottoway, Chickahominy, eastern Chickahominy, Mattaponi, Monacan, Nansemond, Nottoway of Virginia, Pamunkey, Patawomeck, Rappahannock & Upper Mattaponi

See www.elections.virginia.gov or the listing in the Chief Officer's notebook for a complete listing of acceptable forms of photo ID

PHOTO ID ADDRESS DOES NOT MATCH REGISTRATION ADDRESS

If name and/or address (if shown) on photo ID are **not** the same as the pollbook:

- Ask voter where he is currently residing.
- If voter has moved or changed name, see Problems 4-7.

Remember:

- A voter photo ID may not be rejected if the name on the ID is different from, but substantially similar to, the voter's name on the electronic pollbook.
- A person may have their maiden name instead of their middle name on their photo ID or in the pollbook. This is acceptable. Previous versions of the voter registration application allowed the use of the maiden name instead of the middle name.
- Some acceptable forms of photo ID do not include a residence address.
- An address on the photo ID that does not match the address listed for the voter in the pollbook does not make the photo ID unacceptable for proving the voter's identity.

***Valid** – the document is genuine, bears a photograph of the voter, and is not expired for more than 12 months

NOTE: Determining whether a photo ID is valid should only be made based upon the information appearing on the face of the card.

****Political subdivisions include recognized Indian tribes and governmental divisions with authority to make rules and regulations having force of law. See Va. Code §§ 8.01-385, 51.1-700.**

Problem	Explanation	Action To Take
<p>2. Voter Has No Acceptable PHOTO ID</p>	<p>This voter shall not cast a regular ballot, but the voter <i>must be allowed to cast a Provisional Ballot.</i></p> <p><i>§ 24.2-653 and 52 USC § 21082 [of the "Help America Vote Act of 2002"].</i></p> <p>Note: The Provisional Ballot is not counted on Election Day. It is counted by the Electoral Board only after the voter submits a copy of the ID to the Electoral Board by the deadline of noon on the Friday after the election.</p>	<p>If lack of photo ID is NOT the only reason that the voter is casting a provisional ballot, see Problem 12a.</p> <p>If lack of photo ID IS the only reason for casting a provisional ballot, then:</p> <ul style="list-style-type: none"> • Ask the voter if he or she is able to easily retrieve the necessary photo ID <ul style="list-style-type: none"> ◦ If so, alert the voter to the fact that doing so prior to casting a provisional ballot will entitle him or her to cast a Regular Ballot on Election Day. • Inform the voter that, if the voter votes by provisional ballot, then he or she will be required to submit a copy of their photo identification in order for their vote to count. • Have voter complete identifying information and read and sign statement on the lime green Provisional Vote Envelope – ID ONLY. • Officer must also sign envelope and enter precinct information on front. • Enter voter's information on the <i>Precinct Provisional Ballots Log</i>. Mark the box below "ID" for the reason(s) the person is voting a provisional ballot. • Do NOT give this voter a flag for voting in the EPB but DO enter a note that they are a provisional voter.) • Have person vote and seal ballot in lime green envelope. • Place sealed lime green envelope in Ballot Box. • Give the voter the <i>Provisional Voter Notice – Identification</i> (SBE 643 form) (lime green). This informs the voter when and where the Electoral Board will meet following the election to consider his qualifications, and provides other required notifications including methods of submitting the copy of the required photo identification.

All voters who are eligible to vote must vote in the precinct in which they are registered, even if they have moved away from the address at which they are registered to vote (§§24.2-101, 24.2-401 and 24.2-643).

Whether a voter can vote in the precinct in which they are registered to vote after moving depends on:

- 1) How far did the voter move? and
- 2) When did the voter move?

When Did Voter Move?	How far did the voter move?			
	Within Precinct?	Within County/City and Congressional District?	Within Virginia (but not same County/City or congressional district)?	To another state?
Before this election day and after November 4, 2014?	Yes: Can vote See #4	Yes: Can vote See #5	Yes: Can vote See #5	No. See #7
Between November 7, 2012 and November 4, 2014?	Yes: Can vote. See #4	Yes: Can vote. See #6	No. See #6	No. See #7
Before November 7, 2012?	Yes: Can vote. See #4	No. See #6	No. See #6	No. See #7

Problem	Explanation	Action To Take
<p>3. Voter's name marked with ? but voter did <u>not</u> move</p> <p>(EPB may show "inactive voter" or "address confirmation required")</p> <p>[If voter's address has changed see Problems 4-7 below]</p>	<p>Voter's name is marked with ? on the pollbook because of failure to respond to a confirmation notice relating to a change of address, or voter may have been flagged by the registrar to receive a confirmation because of a reported possible address change or returned mail.</p> <p>To be eligible to vote, this voter must now affirm his eligibility to vote by signing <i>Affirmation of Eligibility</i>.</p> <p>§24.2-428.2 §24.2-651</p>	<p>If voter's address <u>has not</u> changed:</p> <ul style="list-style-type: none"> • Use <i>Affirmation of Eligibility</i> form. • Officer must challenge voter then initial and complete Section A and check Box A of the Affirmation of Eligibility form. • Have voter complete and sign Section B - Affirmation of Voter statement before voting. • State voter's name and address. • If using EPB's, check in voter according to equipment instructions. • If using paper pollbooks, see procedures provided with paper pollbooks. • Have voter cast vote on voting equipment in use in the precinct.
<p>4. Voter moved within the <u>same</u> Precinct or Voter changed name only</p> <p>[Voter's name may or may not have a ? on paper pollbook. EPB may show "inactive voter" or "address confirmation required"]</p>	<p>A voter is permitted to vote if the change of address is within the same precinct</p> <p>A change of name will not affect the voter's qualification to vote</p>	<ul style="list-style-type: none"> • Have voter complete and sign a Voter Registration Application, entering former address and/or name under "previous registration" • State voter's name and address • Do not write or enter the new address on the pollbook. • If using EPB's, check in voter according to equipment instructions. • If using paper pollbooks, see procedures provided with paper pollbooks. • Have voter cast vote on voting equipment in use in the precinct.
<p>5. Voter moved <u>within</u> Virginia <u>before</u> this election day and <u>after</u> November 4, 2014</p> <p>Voter's name may or may not have a ? on paper pollbook. EPB may show "inactive voter" or "address confirmation required"]</p>	<p>Question Did voter move within Virginia after November 4, 2014?</p> <p>§24.2-401</p>	<p>If answer is yes, voter may vote in the precinct where voter is registered and would have been qualified to vote if not for the move.</p> <ul style="list-style-type: none"> • Have voter complete and sign a Voter Registration Application. • State voter's name and address. • Do not write the new address on the pollbook. • If using EPB's, check in voter according to equipment instructions. • If using paper pollbooks, see procedures provided with paper pollbooks. • Have voter cast vote on voting equipment in use in the precinct. <p>If answer is no, voter might be able to vote. Follow the instructions in problems # 6 and 7.</p>

Problem	Explanation	Action To Take
<p>6. Voter moved between November 7, 2012 and November 4, 2014</p> <p>Voter's name may or may not have a ? on pollbook. EPB may show "inactive voter" or "address confirmation required"]</p>	<p>Questions:</p> <p>1. Did the voter move within the same county or city : between November 7, 2012 and November 4, 2014?</p> <p>2. Is voter's new address within the same *Congressional District?</p> <p>§24.2-401</p> <p><i>Note: The City of Richmond has TWO Congressional Districts</i></p> <p><i>Current Congressional District lines are used for this assessment, not those in effect at the time the voter moved. Congressional district lines searchable by zip code are available at http://www.house.gov</i></p>	<p><u>YES TO BOTH QUESTIONS:</u></p> <p>If answer is yes to both questions, then the voter must be challenged by Officer of Election before voting.</p> <ul style="list-style-type: none"> • Have the person complete and sign a Voter Registration Application. • Use Affirmation of Eligibility form. • Officer challenging must initial and complete Section A and complete the Statement of Challenger (checking Boxes C & 4). • Have voter read and sign Section B (Affirmation of Voter) and complete form with their name and new address before voting. • State voter's name and address. • Do not write the new address on the pollbook. • If using EPB's, check in voter according to equipment instructions. Set flag for "Statement" per instructions. • If using paper pollbooks, see procedures provided with paper pollbooks. • Have voter cast vote on voting equipment in use in the precinct. <p><u>NO TO EITHER QUESTION</u></p> <p>If answer is no to either question, person may not vote.</p> <ul style="list-style-type: none"> • Have person complete and sign a Voter Registration Application to be eligible to vote in the next election at new precinct. <p>If any person says he is a registered voter in the precinct and is eligible to vote in the election, he must be allowed to cast a provisional ballot. Follow procedures in Problem 12a. and use reasons #1 or 2 (as appropriate).</p>

Problem	Explanation	Action To Take
<p>7. Voter moved to another State</p>	<p>Questions:</p> <p>None</p> <p>§24.2-401 §24.2-402 §24.2-651</p>	<p><u>The voter may NOT vote.</u></p> <p>Inform person he may not vote in Virginia.</p> <ul style="list-style-type: none"> Ask person to write and sign a note to the Registrar, before leaving precinct, stating that he or she has moved out of state and asking that his/her Virginia registration be cancelled. Note should include full name, date of birth, SSN (requested, not required) and new address. Put note in Envelope 8. (If cancellation forms have been provided to precinct, use form.) <p>If any person says he is a registered voter in the precinct and is eligible to vote in the election, he must be allowed to cast a provisional ballot. Follow procedures in Problem 12a. and use reasons #1 or 2 (as appropriate).</p>
<p>8. Voter's name marked with a "F" or "R" on paper pollbook</p> <p>(EPB will have a pop up identifying a ballot style)</p>	<p>Registered overseas voter who may have been issued an absentee ballot.</p> <p>Voters marked with "F" are eligible to vote in federal elections only.</p> <p>A person who returns to reside in Virginia from overseas within 28 days before the election may be eligible to register late and should be directed to the General Registrar</p> <p>§ 24.2-453 § 24.2-420.1 § 24.2-653.1 § 24.2-708 §24.2-711</p>	<p>Check the pollbook to see if there is an "AB" listed next to the voter's name. If there is an "AB" next to the voter's name on the pollbook, follow the procedures in Problem #19 for all absentee voters who appear in the polling place.</p> <p>For "F" voter:</p> <ul style="list-style-type: none"> There are no federal offices on the ballot for November 2015, so these voters may not vote. <p>For "R" voter:</p> <p>If there is no "AB" listed next to the voter's name on the pollbook and the voter does not appear on the Final Absentee Report, the voter was not issued an absentee ballot and is allowed to vote a regular ballot.</p> <ul style="list-style-type: none"> State voter's name and address. Mark off next PBC number, enter PBC number and "R" in pollbook, and write "R" across voter's PBC number in the Pollbook Count form. OR, on EPB, check in the voter. Issue the Regular Ballot. Follow instructions for equipment in use in your precinct.

Problem	Explanation	Action To Take
<p>9. Voter's name is <u>not</u> on pollbook</p>	<p>Possible reasons:</p> <ul style="list-style-type: none"> • Registration application received after deadline or not received. §§ 24.2-416, 24.2-417 • Voter's registration application was denied due to incomplete information or other requirement. § 24.2-418 • Registration was cancelled for some legally required reason (e.g., DMV noncitizen report) §§ 24.2-427 – 24.2-429 • Voter is in wrong precinct. § 24.2-400. • Voter's registration was lost by an agency authorized to receive registration forms. § 24.2-653(B) <p>Note: Voter may have a receipt showing his registration form was given to a voter drive (not an authorized agency). This is not proof of registration but the receipt may be useful for investigation and prosecution if the drive did not submit the forms by the legal deadline.</p>	<p>Before calling the Registrar's Office:</p> <ul style="list-style-type: none"> • Check for correct spelling or recent name change. • If using paper pollbooks, look for name at end of alphabetical section on the pollbook or on any separate listing provided by the Registrar. • If the voter is registered in another precinct, and has not moved, provide directions to that polling place. • If voter has moved from the address where registered, and has not submitted a new timely registration to an authorized agency, see questions 4-7 to advise voter whether he is eligible to vote in his old precinct in this election. • Ask for person's full legal name, address, social security number, when/where registered to vote, and when/where last voted. • If voter submitted application by deadline, in person at an agency authorized to receive registration (DMV) ask for any proof of application or ask the registrar to contact SBE if proof is not available. • Call the registrar and proceed under one of the following three scenarios: <ul style="list-style-type: none"> ○ Problem 10: if the registrar can immediately confirm qualifications. ○ Problem 11: if the registrar states that the person is not qualified to vote. ○ Problem 12: if registrar is unavailable or unable to confirm qualifications.

Exception military, recently discharge or temporarily overseas: § 24.2-420.1 provides limited exceptions allowing election day in person registration at the registrar's office for certain active duty or recently discharged military and overseas residents, cohabitant spouses and dependents who are normally absent from their locality, or have been absent and returned to reside there during the 28 days before the election, or were discharged from active duty within 60 days before the election. Check with the general registrar if one of these exceptions might apply.

Problem	Explanation	Action To Take
<p>10. Voter's name omitted from pollbook in error</p>	<p>Only the Registrar, who has access to all voter registration records, may authorize the Officer to add a voter's name to the pollbook.</p> <p>§24.2-652</p>	<p>If Registrar authorizes Officer to add voter's name to pollbook:</p> <ul style="list-style-type: none"> • Use <i>Affirmation of Eligibility</i> form. Officer must initial and complete Section A and check Box B. • Have voter read, complete and sign Section B (<i>Affirmation of Voter</i>). • Enter voter's name and address only on the pollbook at the end of alphabetical section that applies. • OR, for EPB, add voter's name per instructions • State voter's name and address. • Mark off next <i>PBC</i> number. • Enter <i>PBC</i> number and "S" (for <i>Statement</i>) in pollbook. • OR on EPB, check in the voter and set voter flag to "S" per instructions • Have voter cast vote on voting equipment in use in the precinct.
<p>11. Person is <u>not</u> qualified to vote</p>	<p>The Registrar will advise the Officer if a person is not qualified to vote</p> <p>52 USC § 21082 [of the "Help America Vote Act of 2002"]</p>	<ul style="list-style-type: none"> • Inform person he may not vote. • Have person complete and sign the Voter Registration Application to be eligible to vote in the next election. <p>Note: If any person says he is a registered voter in the precinct and says he is eligible to vote in the election, he must be allowed to cast a provisional ballot. Follow procedures under Problem 12 a. and use reasons #1 or 2 (as appropriate)</p>

Problem	Explanation	Action To Take
<p>12. a. Provisional Ballot when:</p> <ul style="list-style-type: none"> • Person's name is not on pollbook; • The Registrar cannot be contacted or the Registrar cannot confirm the person is registered to vote; and • The voter says he is registered to vote in the precinct and eligible to vote in the election. <p>This is the basic provisional ballot procedure (reasons #1 or 2). When following this procedure for other problems, be sure to check the appropriate provisional voting reasons(s) on the provisional ballot envelope, the Precinct Provisional Ballots Log and the Provisional Voter Notice (HAVA-5 form).</p>	<p>This voter may only vote by casting a Provisional Vote and must be allowed to cast a provisional ballot [mint green envelope]</p> <p>The Provisional Ballot is not counted on election day. It is counted by the Electoral Board on the day after the election, if the person is found to be qualified to vote.</p> <p><i>§24.2-653 and 52 USC § 21082[of the "Help America Vote Act of 2002"]</i></p>	<ul style="list-style-type: none"> • Have voter complete identifying information and read and sign statement on the green Provisional Vote envelope. • Have voter check either Box #1 (not listed) or Box #2 (not listed and moved), as appropriate, under "Statement of Voter" on the envelope. • Officer must also sign envelope and enter precinct information on front. • Ask voter to show one of the photo IDs listed under Problem 1 • If voter has no acceptable photo ID, check the box beside "Voter ALSO did not provide qualified photo identification." (See Problem 2) • Enter voter's information and reason for voting a provision ballot on the Precinct Provisional Ballots Log. Do not enter a PBC number or any other information on the pollbook for this voter. Do not add this voter to the EPB. • On the log, mark the box below the number(s) for the reason(s) the person is voting a provisional ballot. If additional information needs to be communicated to the Registrar or Electoral Board about the voter's qualifications, list that on the back of the form with the corresponding number beside (for example, "3. Voter says he registered at (agency/location) on/around (date)"). • Have person vote and seal ballot in mint green envelope. • Place sealed mint green envelope in Ballot Box. • Give the voter the Provisional Voter Notice (HAVA-5 form on white paper), with the reason(s) that the voter cast a provisional ballot checked by the officer. This informs the voter when and where the Electoral Board will meet the following day to consider the voter's qualifications, and provides other required notifications. • If the voter was also missing the required photo ID, provide the voter with the Provisional "Voter Notice – photo ID (SBE 643) form as well. This will inform the voter of the ways to submit a copy of required identification. <p>Voter must be offered a registration application §24.2-653 (A) (para. 2, last sentence).</p> <p>Explain that completing this application may affect his eligibility to vote in today's election and the voter may present additional evidence to the Electoral Board documenting his eligibility. <i>The Provisional Voter Notice provides details.</i></p>

Problem	Explanation	Action To Take
<p>12. b. Provisional Ballot when: Voter fails to present the required photo ID and does not have another reason for voting provisionally.</p>	<p>This voter may only vote by casting a Provisional Vote and must be allowed to cast a provisional ballot [lime green envelope].</p> <p>The Provisional Ballot is not counted on Election Day. It is counted by the Electoral Board only after the voter submits a copy of the photo ID to the Electoral Board by the deadline.</p> <p>§ 24.2-643 § 24.2-653 52 USC § 21082[of the "Help America Vote Act of 2002"].</p>	<ul style="list-style-type: none"> • Have voter complete identifying information and read and sign statement on the lime green Provisional Vote Envelope – ID ONLY. • Officer must also sign envelope and enter precinct information on front. • Enter voter's information on the <i>Precinct Provisional Ballots Log</i>. (Do not enter a PBC number on the pollbook for this voter. If using the EPB DO enter this voter as a provisional ballot.) • On the log, mark the box below "ID" for the reason(s) the person is voting a provisional ballot. • Have person vote and seal ballot in lime green envelope. • Place sealed lime green envelope in Ballot Box. • Give the voter the Provisional Voter Notice – ID ONLY (SBE 643 form) (lime green). This informs the voter when and where Electoral Board will meet following the election to consider his qualifications, and provides other required notifications including methods of submitting a copy of the required photo identification.
<p>13. Voter is challenged by Officer or another voter (including representative of Party or Independent candidate)</p>	<p>A qualified voter may challenge any person who is listed on the pollbook who is known or suspected (by the challenger) not to be a qualified voter.</p> <p>An Officer of Election must challenge such person.</p> <p>§24.2-651</p> <p>Note: A person who is challenged and refuses to sign the Affirmation of Eligibility statement may not vote. Do not enter PBC number or "S" in pollbook. (See exception below)</p> <p>Note: If any person says he is a registered voter in the precinct and is eligible to vote in the election, he must be allowed to cast a provisional ballot. Follow procedures in Problem #12a. and use reasons "Other-challenged, refused statement."</p>	<ul style="list-style-type: none"> • Explain to voter the qualifications to vote, if necessary. (See the <i>Voter Registration Application</i>.) • Use <i>Affirmation of Eligibility</i> form. Officer initials and completes Section A then checks Box C. • Person or officer challenging the voter must complete and sign the Statement of Challenger (in Section A) on the <i>Affirmation of Eligibility</i> form. If the challenger will not complete and sign the form, then the voter has not been challenged and may proceed to check in and vote normally. • Have challenged voter read, complete and sign Section B (Affirmation of Voter), if voter chooses to vote. • State voter's name and address • Mark off the next PBC number. Enter PBC number and an "S" (for Statement) in appropriate columns in pollbook. • OR on EPB, check in the voter and set voter flag to "S" per instructions. • Have voter cast vote on voting equipment in use in the precinct.

Problem	Explanation	Action To Take
<p>14. Voter's name already <u>marked</u> with PBC number on pollbook (or already checked in on the EPB)</p>	<p>The voter is only entitled to cast a Provisional Ballot.</p> <p>Voter must: Show identification showing him to be the voter listed on the pollbook and Affirm his eligibility to vote by signing the <i>Provisional Ballot Envelope</i>.</p> <p>Note: § 24.2-651.1</p>	<p>New Procedure</p> <ul style="list-style-type: none"> • Allow voter to cast a Provisional Ballot following the procedures listed within Problem 12a, but mark Box #5 on the <i>Provisional Vote Envelope</i>, <i>Precinct Provisional Ballots Log</i>, and <i>Provisional Voter Notice</i> (HAVA – 5 form).

Problem	Explanation	Action To Take
<p>15. Voter <u>asks</u> for help to vote</p> <p>[If voter is blind see #16]</p>	<p>A voter may ask for help in voting due to a physical disability or an inability to read or write (includes needing ballot translation).</p> <p>The voter's assistant may be an Officer of Election or any other person designated by the voter who is not the voter's employer or agent of voter's union.</p> <p>No authorized representative of a candidate or party in the polling place or neutral observer authorized by the electoral board under §24.2-604 may assist a voter or wear any indication that he is available to assist.</p> <p>Assistant (not voter) must deposit ballot in ballot box.</p> <p>§24.2-649 B & C</p> <p>Note: the officer must notify the voter requesting assistance of the availability of the audio ballot on the ExpressVote and instruct the voter in the use of the equipment. The voter shall not be required to use the equipment unassisted.</p>	<p>If person is qualified to vote and requests assistance:</p> <ul style="list-style-type: none"> • Use the <i>Request for Assistance</i> form. • Take voter and assistant aside; explain purpose of <i>Request for Assistance</i> form, if necessary. • Have voter sign Section A (Request of Voter) or if voter is unable to sign, have assistant write: "voter unable to sign" and print voter's name. • Have assistant sign and complete section B, (Agreement of Assistant). • Have assistant accompany voter inside booth to assist voter and/or cast voter's vote on voting equipment in use in the precinct. <p>If voter asks Officer of Election to translate the ballot:</p> <ul style="list-style-type: none"> • Officer must first ask any authorized representatives of parties/candidates in the polling place whether they have a volunteer available who can interpret for the voter in the requested language. • If available, one interpreter per such party or candidate will be allowed to <u>listen</u> to the officer assist the voter. • Follow procedures above and use Request of Assistance form. • Any party/candidate interpreter(s) must complete Part C. • Voter may choose one of the interpreters to assist instead of officer. • New assistant must be qualified to assist (Part B) and complete a new assistance form accordingly.

Problem	Explanation	Action To Take
<p>16. Voter is <u>blind</u></p> <p>Follow procedures in #15 with these modifications.</p>	<p>A blind voter is not required to sign the <i>Request for Assistance</i> form but the name of the voter is required.</p> <p>A blind voter's assistant may be an Officer of Election or any other person designated by the voter.</p> <p>Note: the officer must notify the voter requesting assistance of the availability of the audio ballot on the ExpressVote and instruct the voter in the use of the equipment. The voter shall not be required to use the equipment unassisted.</p> <p>§24.2-649 D</p>	<p>If person is qualified to vote and requests assistance:</p> <ul style="list-style-type: none"> • Take voter and Assistant aside; explain purpose of <i>Request for Assistance</i> form, if necessary. • Use the <i>Request for Assistance</i> form. Advise voter that his signature on the form is not required, but identifying information is required. • Write "Blind Voter" on signature line in Section A and print voter's name on line below. • Have Assistant sign and complete Section B. • Allow Assistant to accompany voter inside booth to assist voter and/or cast voter's vote on voting equipment in use in the precinct.
<p>17. Voter asks to vote <u>outside polls</u></p>	<p>A voter who is physically disabled or age 65 or older may ask to vote outside the polls, but within 150 feet of the entrance to the polling place.</p> <p>Voter should mark ballot in the officer's presence but in a private manner unless the voter has requested assistance and <i>Request for Assistance</i> form has been completed.</p> <p>§§24.2-638 & 24.2-649</p>	<p>If person is qualified to vote:</p> <ul style="list-style-type: none"> • On EPB, check in the voter and set appropriate voter flag to "OP" per instructions. • Take a <i>Request for Assistance</i> form, black pen, manila folder and the optical scan ballot to the voter. • When the voter completes voting their ballot, have the voter put the voted ballot in the manila folder, face down. • The officer shall immediately take the manila folder containing the voted ballot into the precinct and, keeping the ballot covered to the extent possible, deposit the ballot into the optical scanner upon return to the polling place. • The voter shall cast his ballot in a secret manner (Voter may request assistance. See problems 15-16)

Problem	Explanation	Action To Take
<p>18. Pollbook shows, an "A" in the column to the left of the voter's name (on EPB may be shown in voter's details or otherwise)</p> <p>This applies to very few voters. A column of "A's" (with an occasional "I" on the EPB, indicates "active" (vs. "inactive") status, not "assigned number."</p>	<p>These voters do not have a Social Security Number in the system. The Officer is required by law to ask if voter has a Social Security Number.</p> <p><i>Constitution of Virginia, Art. II, § 2 § 24.2-418 § 24.2-643(D)</i></p>	<p>Ask voter to complete a new <i>Voter Registration Application</i> form. Next to or above the Social Security Number on the form, the Officer should write "SSN Update." Do not write SSN on the pollbook or ask voter to state it publicly.</p> <p>Note: The SSN is required for the registration record, if the voter has one, to prevent duplicate registrations and fraud. The "A" status does not otherwise affect the voter's qualification to vote. Proceed to process the voter normally.</p>
<p>19. Absentee voter comes to the polling place to vote.</p>	<p>Action to take depends on pollbook status and whether voter has ballot with them. Provisional voting is required unless the voter can present photo ID and either returns the ballot at the polls or it can be proven that the voter returned an unvoted or spoiled ballot to the Electoral Board.</p> <p>REMEMBER: If the voter returns a ballot that is voided and placed in envelope #4, record the voter's name and voter ID number on the back of the #4 envelope for use on the SOR (Part F) at closing.</p> <p>§§ 24.2-653.1, 24.2-707, 24.2-708, 24.2-712</p> <p>Note: Voters marked with "I" are eligible to vote in federal elections only. A provisional ballot issued to this voter must be the Federal-Only Ballot. See Problem #8.</p>	<p>Verify status of absentee ballot on final AB list and pollbook:</p> <ul style="list-style-type: none"> • If status says "Marked" or "On Machine" then voter has already voted and cannot vote again. (If voter claims that he/she did not already vote or request an absentee ballot, you may offer the voter a provisional ballot. See #12a., but check box 5 on the green provisional vote envelope.) • If status says "Unmarked" or if the General Registrar confirms that the voter returned an unused or spoiled ballot to the Electoral Board, voter may cast a regular ballot. • If status says "Issued" and voter DOES NOT have the ballot, the voter may vote by provisional ballot at his regular polling place unless it can be proven that the voter returned an unused or spoiled ballot to the Electoral Board. Call the office before issuing a provisional ballot. Do not send voter to the General Registrar/Electoral Board Office. If a provisional ballot is issued, see #12a., but check reason code 4 on the green provisional voter envelope. • If status says "Issued" and voter DOES have the absentee ballot, then ask voter to remove ballot from envelope and write VOID across the front of the ballot. (If voter has already made selections on the ballot and they are concerned about privacy of their vote, the voter may fill in all the ovals in addition to writing VOID on the ballot.) Take physical possession of the voided absentee ballot and all related materials, staple everything together, and insert in the #4 envelope (void/spoiled ballots). Voter may now be checked in and vote normally. <p>Note: If an absentee voter is allowed to vote in the precinct, then draw a single line through the "AB" next to their name in the paper pollbook. EPB precincts will need to override the AB using the Chief's password in order to check-in the voter.</p>

Problem	Explanation	Action To Take
<p>20. Normal poll closing time extended by court order</p>	<p>Any voter who gets into the line after 7:00 PM, when a court order has extended the normal poll closing time, may only vote by Provisional ballot.</p> <p>Note: The photo ID requirements applicable to other voters apply to this voter. (See Problems #1 and 2.)</p> <p>Note: Any voter marked with an 'F' on the pollbook may vote a ballot for federal offices only. See Problem #8.</p> <p>§ 24.2-653(C).</p>	<p>Follow normal procedures under Problems #1 - 19 to look up voter on pollbook, request photo ID and determine voter qualifications except (as for other provisional voters):</p> <ul style="list-style-type: none"> • Do not mark off next PBC number or enter a PBC number in the pollbook, or make any other marks in the paper pollbook for this voter. • Do NOT enter voter in EPB • Record each voter's information on <i>Precinct Provisional Ballots Log</i>, circling reason #3 and <u>any other reason that applies</u> to that specific voter. • Keep these Log sheets <u>separate</u> from those used during normal polling hours. With the first "after hours" voter, begin a new Log sheet, numbering from "page 1" and checking the "after hours" box at the top of each such Log page. <p>Follow basic procedures under Problem # 12a for issuing a Provisional ballot, except:</p> <ul style="list-style-type: none"> • Check Box #3 on the back of the green envelope as the reason the voter is voting a provisional ballot. (Other reasons may also apply.) • Give the voter the Provisional Voter Notice (HAVA-5 form), checking reason #3 and any other appropriate reasons. • Do not offer this provisional voter a new voter registration form unless needed for another reason (moved, changed name, etc.). • After the polls close, all provisional ballots with Box #3 checked on the envelope must be separated from other provisional ballots and placed in Envelope #1B. Include all ballots with Box #3 checked, even if more than one reason is checked, and all "after hours" Log pages. <p>If paper or optical scan/marksense ballot supplies are running low, the Chief Officer should request additional ballots from the Electoral Board, and follow procedures for use of the <i>Authorization to Reproduce Ballots</i> form and proceed <u>if so authorized</u>.</p> <p>If supplies of provisional ballot envelopes are running low, the envelope can be reproduced by copying an unused front and back of the envelope onto a single sheet of paper (it does not have to be green paper) and wrapping the completed "envelope" around the voter's completed ballot. Secure the ballot within the "envelope" by whatever means is available, being careful not to damage the ballot, and leaving the completed information on the "envelope" visible.</p>