

# What to do when...

A complete guide for helping  
voters with exceptional situations.

Identification

Problems 1 - 2

Address or  
name change

Problems 3 - 7

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# CONTACT INFO + NOTES

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## Main Election Office:

**XXX-XXX-XXXX**

If safety is threatened, call the police at **911**

## Other important numbers

County Sheriff's Department: (xxx) xxx-xxxx

Rover Name: (xxx) xxx-xxxx

Rover xxx: (xxx) xxx-xxxx

## Other important information

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# Identification (ID)

- 1a. Every person who votes at the polling place needs to show an acceptable form of ID.
  - 1b. Virginia accepts these types of photo ID.
  - 1c. Virginia recognizes these American Indian tribes.
  - 1d. Check whether the name on the ID matches the name in the pollbook.
  - 1e. Compare the voter's address to the address in the pollbook
2. Voter does not have acceptable ID

# 1a Every person who votes at the polling place needs to show an acceptable form of ID.

 If a voter does not have an ID or you are unsure if you can accept the ID, go to problem 2.

1. Ask the voter for an ID with their photo.

 Go to 1b to see what IDs we accept.

2. Decide if it is valid using the following requirements.

3. The ID:

- Looks genuine.
- Shows a photo of the voter.
- ID shows an expiration date that is no more than a year before today's date.

## 1b Virginia accepts the following types of ID:

- Valid Virginia driver's license or ID card.
- Valid United States passport.
- Valid student ID from a college or university in Virginia.
- Valid employee ID card.
- A government ID from an agency of:
  - the United States.
  - the Virginia Commonwealth.
  - one of the Commonwealth's political subdivisions, such as ID from the county, city, town, public or private high school.
- Tribal enrollment or ID from one of the 11 recognized tribes in Virginia.



See 1c for list of recognized tribes.


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## **1c** Virginia recognizes the following American Indian tribes:

- Cheroenhaka
- Chickahominy
- Eastern Chickahominy
- Mattaponi
- Monocan
- Nansemond
- Nottoway of Virginia
- Pamunkey
- Patawomeck
- Rappahannock
- Upper Mattaponi

# 1d


## Check whether the name on the ID matches the name in the pollbook.

 Voter can present their ID with their name and address, read it aloud, or write it down.

 Do **not** record the type of ID shown by the voter.

1. Allow the voter to vote if the name on the ID is:


- Substantially similar to the name in the pollbook.
- Lists the maiden name instead of the middle name.

 If the name is different, go to problems 4 – 7.


2. Repeat the voter's name as they presented it so that party representatives can hear.

3. Go to problem 2 to check voter's address.

# 1e Compare the address the voter provides to the address in the pollbook.

 Do **not** record the type of ID shown by the voter.

1. If the address the voter provides matches the address in the pollbook, read the voter's name and address back to them so that party representatives nearby can hear.

 If the address the voter provides is different than the address in the poll book, go to problems 4 – 7 in the address/name change section.

2. In pollbook, mark the next PBC number.

OR

In EPB, check in the voter.

3. Let the voter cast as normal.




## 2 Voter does not have acceptable ID.

Is not having ID the only reason why the voter must vote provisionally?

- **If yes**, go to problem 12b and have them vote provisionally.
- **If no**, go to problem 12a and have them vote provisionally.

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# Address or name change

3. You see a  next to the voter's name. The voter did not move.
4. Voter moved within the same precinct or voter's name changed.
5. Voter moved after **November 6, 2018** and still lives in Virginia
- 6a. Voter moved after **November 8, 2016** and lives within the same county/city AND congressional district.
- 6b. Voter moved after **November 8, 2016** and lives in a different county/city AND congressional district.
7. Voter moved to another state in the last 30 days AND this is a presidential election.

# Did the voter move...

## 1. within the same precinct. OR their name changed

→ problem 4

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## 2. within Virginia

after November 6, 2018

→ problem 5

between November 8, 2016 – November 3, 2020

within the same county/city  
**AND** congressional district.

to a different county/city  
**OR** congressional district.

→ problem 6a

→ problem 6b

before November 8, 2016

→ problem 12a and have them vote provisionally.  
Use reason 6.

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## 3. outside of Virginia

- This is a presidential election **AND**
- They moved less than 30 days ago.
- This is NOT a presidential election **OR**
- They moved more than 30 days ago.

Did the voter move...  
problem 7a

→ problem 7b

# Did the voter move...

	within the same precinct. OR their name changed	within the same county/city AND congressional district.	to a different county/city OR congressional district.	outside of Virginia
after November 6, 2018	See problem 4: the voter can vote. Have them fill out a Voter Registration Application.	See problem 5: help voter fill out voter registration form and then vote.	See problem 5: help voter fill out voter registration form and then vote.	See problem 7b.
between November 8, 2016 – November 3, 2020	See problem 4: the voter can vote. Have them fill out a Voter Registration Application.	See problem 6a: help voter fill out affirmation of eligibility form and then vote.	See problem 6b: have them vote provisionally. Use reason 6.	See problem 7b.
before November 8, 2016	See problem 4: the voter can vote. Have them fill out a Voter Registration Application.	See problem 12a: have them vote provisionally.	See problem 12a: have them vote provisionally. Use reason 6.	See problem 7b.

# ADDRESS/NAME CHANGE


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Use Affirmation of Eligibility form ELECT-651.

§ 24.2-428.2

§ 24.2-651

## 3 If you see a next to the voter's name but the voter did not move.

 The Election Office sent a confirmation notice to the voter and did not get a response.


The confirmation notice was sent because:

- There was a possible address change.

OR

- Mailings from the Election Office were returned.

1. Locate the Affirmation of Eligibility form.

 You must challenge the voter.

2. Fill out and complete Section A on the Affirmation of Eligibility form and check Box A.

3. Have voter fill out Section B – the Affirmation of Voter.

4. Check to make sure they signed Section B.

5. Check the voter into the system and cast ballot as normal.

### 4 If voter moved within the same precinct. Or voter's name changed.

! There may be a **?** in the pollbook.

The EPB may say 'inactive' or 'address confirmation required'.

! A voter who moved out of town **cannot** vote in the town election.

*§ 24.2-101; Qualified voter in a town.*

They may be eligible to vote in non-town elections.

1. State voter's name and address.
2. Check voter into poll book.


! **Do not** enter new address in pollbook.

3. Ask voter to complete and sign a Voter Registration application or Change of Address form.
4. Have voter cast vote as normal in precinct.

## 5 If voter moved to a different precinct in Virginia after **November 6, 2018**.


 There may be a  in the pollbook.

The EPB may say 'inactive' or 'address confirmation required'.


 A voter who moved out of town **cannot** vote in the town election. § 24.2-101; *Qualified voter in a town*

They may be eligible to vote in non-town elections.

1. State voter's name and address.
2. Check voter into poll book.

 In pollbook, mark off next PBC number and enter PBC number.

**Do not** enter new address in pollbook.

 On EPB, check in voter.

3. Ask voter to complete and sign a Voter Registration application or Change of Address form.
4. Have voter cast vote as normal in precinct.



# ADDRESS/NAME CHANGE

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Use Affirmation of Eligibility form ELECT-651.  
§ 24.2-401

## **6a** If voter moved after **November 8, 2016** and lives within the same county/city AND congressional district.

- ❗ If they moved to a different county/city or congressional district go to problem 6b.
- ❗ Contact the General Registrar if you are unsure.

1. Find the Affirmation of Eligibility form.
2. Fill out and initial Section A and check Box C and Box 4.
3. Have voter fill out and sign Section B – Affirmation of Voter.
4. State voter's name and address.

❗ Do not enter the new address into the pollbook.


5. In pollbook, mark off the next PBC number and write PBC number and 'S'.

OR

In EPB, check the 'S' flag in the upper right corner.


6. Have voter cast vote as normal in precinct.

## **6b** If voter moved after **November 8, 2016** and lives in a different county/city OR congressional district.

 If the voter lives in the same county/city or congressional district go to problem 6a.

 Contact the General Registrar if you are unsure.

1. Go to problem 12a and have the voter vote provisionally.



 On the provisional ballot envelope, mark reason 1 or 2.

2. Ask the voter to fill out a Voter Registration application so we can update their information.


# ADDRESS/NAME CHANGE

Use Affirmation of Eligibility form ELECT-651.  
§ 24.2-402

## **7a** If voter moved to another state in the last 30 days AND this is a presidential election.

-  If the voter moved more than 30 days ago OR this is not a presidential election, go to 7b.
-  Voter can vote for presidential only.

1. Find the Affirmation of Eligibility form.
2. Fill out and initial Section A and check Box C and Box 3.
3. Have voter fill out and sign Section B – Affirmation of Voter.
4. Tell voter that the General Registrar will cancel the voter's Virginia registration after this election.
5. Repeat voter's name and address as provided by the voter.

 Do not enter the new address into the pollbook.

6. In the pollbook, mark off the next PBC number and write PBC number and 'S'.

On the Pollbook Count form, write 'PR' for presidential across voter's PBC number

OR

In the EPB, check the 'S' flag in the upper right corner.

Write 'presidential-only' in ballot style field or comments.

7. Issue a presidential only ballot.
8. Have voter cast as normal.

# ADDRESS/NAME CHANGE


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Use Cancellation Request form ELECT-427(A).


§ 24.2-401


§ 24.2-402


## **7b** If voter moved to another state and it was more than 30 days ago OR this is not a presidential election.

 If the voter moved less than 30 days ago AND this is a presidential election, go to 7a.

1. Tell the voter that they are not eligible to vote.

 If the voter says they are registered to vote in the precinct and they are eligible, then they can vote provisionally.

 Go to problem 12a and follow instructions.

 On the provisional ballot envelope, mark reason 1, 2, or 6.

2. Ask the voter to fill out a Cancellation Request form.

If you do not have a Cancellation Request form in your precinct, have voter write and sign a note that:

- States that they have moved out of state.
- Asks to cancel their Virginia voter registration.
- Includes their name, date of birth, new address, and social security number (not required).

3. Place note in Envelope #8.

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# Pollbook

- 8a. If you see the federal symbol **F** in the pollbook.
- 8b. If you see the federal **F** and absentee symbols **AB** next to the voter's name in the pollbook and they have their absentee ballot.
- 8c. If you see the federal **F** and absentee symbols **AB** next to the voter's name in the pollbook and they **DO NOT** have their absentee ballot.
- 9. The voter's name is not in the pollbook.
- 10. The voter's name is not in the pollbook, but it should be.
- 11. The voter is not qualified to vote.
- 12a. If the voter must vote provisionally.
- 12b. If the voter must vote provisionally because of ID.

§ 24.2-453

§ 24.2-420.1

§ 24.2-653.1

§ 24.2-708

§ 24.2-711

**8a** If you see the federal symbol **F** in the pollbook.

**!** The symbol may be in the voter’s details, message box, or ballot style.

**!** If you see the Federal symbol **F** AND the absentee symbol, **A** go to 8b or 8c.

1. Find the Federal Only Ballot Record Report envelope and follow instructions.
2. Open the Federal Only Ballot Record Report envelope.
3. Check the voter into the pollbook.
4. Check the ‘Federal Only’ flag in the upper right corner.
5. Give the voter a Federal Only ballot.

**!** This voter can only vote for federal offices.

§ 24.2-420.1

§ 24.2-453

§ 24.2-653.1

§ 24.2-708

§ 24.2-711

§ 24.2-712

**8b** If you see the federal **F** and absentee symbols **AB** next to the voter's name in the pollbook and they have their absentee ballot.

**!** If you only see the federal symbol, **F** go to problem 8a.

1. Go to problem 19a.

**!** This voter will vote for federal offices only.

**8c** If you see the federal **F** and absentee symbols **AB** next to the voter's name in the pollbook and they **DO NOT** have their absentee ballot.

1. Go to problem 19 and follow instructions.




This voter will vote for federal offices only on a provisional ballot.

Use reason code #4.




## 9 The voter's name is not in the pollbook.

 If the voter is in the military, recently discharged, or returning from overseas they may be able to register today.

### **Call the General Registrar.**


1. Check for correct spelling or a recent name change.

 Make sure to look in the pollbook, the end of the alphabetical section in the pollbook, and any other listings provided by the General Registrar.

2. Check if voter is in the right polling place.

Ask for their:

- Address.
- when/where they registered to vote
- when/where they last voted

 If the voter has any documentation or receipts, collect and turn into Election Office.

3. Go to problem 12a and have voter vote provisionally.

# 10


## The voter's name is not in the pollbook, but it should be.




Call the General Registrar and follow their instructions.

1. Find the Affirmation of Eligibility form.
2. Fill out and initial Section A and check Box B.
3. Have voter fill out and sign Section B – Affirmation of Voter.
4. Enter the voter's name and address only into the pollbook.  
OR  
Follow instructions on EPB to add voter's name and address.
5. State voter's name and address as provided by the voter.
6. In pollbook, mark off the next PBC number and write PBC number and 'S'.  
OR  
Check the 'S' flag in the upper right corner.
7. Have voter cast vote as normal.

# 11 The voter is not qualified to vote.

 The General Registrar will let you know if a person is not qualified to vote.

1. Ask the voter to fill out a Voter Registration application so we can update their information.
2. **If the voter says they are a registered voter in the precinct, go to problem 12a and have them vote provisionally.**

 On the provisional ballot envelope, mark reason 1 or 2.

## 12a If the voter must vote provisionally.

- ❗ • The voter's name is not in the pollbook.
- The General Registrar cannot confirm the voter is registered to vote.
- The voter says they are registered to vote in this precinct and eligible in this election.

❗ If voter is voting provisionally because they did not show photo ID, go to problem 12b.


1. Have voter fill out and sign statement on the front of the green provisional vote envelope.
2. Fill out and sign the back of the envelope.
3. Ask voter for their ID.

❗ If voter does not have ID, check box that reads, 'No ID: voter also did not show ID.'

4. Copy information from green provisional voter envelope onto Provisional Ballot log.
5. Have voter vote and seal ballot in provisional voter envelope.
6. Place green provisional voter envelope in ballot box.
7. Give the voter both the green and lime green Provisional


Voter Notices and a voter registration application.

## 12b If the voter must vote provisionally because of ID.

 Follow these instructions only if voter is voting provisionally because they did not show photo ID.

For all other reasons, go to problem 12a.

1. Have voter fill out and sign statement on the front of the lime green provisional vote envelope.
2. Fill out and sign the back of the envelope.
3. Copy information from provisional voter envelope onto Provisional Ballot log.

 Do not enter a PBC number or other information into the pollbook.

4. Have voter seal voted ballot in lime green provisional voter envelope.
5. Place lime green provisional voter envelope in ballot box.
6. Give the voter the lime green Provisional Voter Notice and a voter registration application.

# 13 If voter is challenged.



A qualified voter can challenge another voter.

An Election Officer may be required to challenge a voter.

1. Find an Affirmation of Eligibility form.
2. Fill out and initial Section A and check Box C.
3. Have the challenger fill out and sign the Statement of Challenger.
4. Have challenged voter fill out and sign section B – affirmation of voter.



If the challenged voter will not sign the Affirmation of Eligibility then they can not vote. If the voter says they are registered to vote in the precinct and they are eligible, then they can vote provisionally.



Go to problem 12a and follow instructions.

On the provisional ballot envelope, mark reason 1 or 2.

5. State voter's name and address.
6. In the pollbook, mark off the next PBC number and write PBC number and 'S'.


OR

In EPB, check the 'S' flag in the upper right corner.

7. Have voter cast vote as normal.

# 14

**If voter's name is marked as already voted in the pollbook.**

1. Tell the voter they that can vote provisionally.
2. **Go to problem 12a and follow instructions.**
  -  On the provisional ballot envelope, mark reason 5.



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# Accessibility




15a. Voter asks for help voting.

15b. The voter asks you to translate the ballot.

16. Voter is blind or low vision.

17. Voter asks to vote outside of the polling place.

## 15a If the voter asks for help voting.

1. Ask if the voter needs help from an Election Officer or brought an assistant who:
  - is not their employer.
  - is not an agent of a voter's union.
2. Locate a Request for Assistance form, and explain the purpose of the form to the voter and assistant.
3. Ask voter to sign Section A - Request of Voter.
  -  If voter is unable to sign, ask the assistant to write 'voter unable to sign' and to print the voter's name.
4. Ask assistant to complete Section B and sign.
  -  If available, tell the voter that they can vote with an electronic voting device with an audio ballot or on paper.
5. Show the voter and assistant to the voting booth.
  -  If using paper or optical scan/marksense ballots, the assistant must place the ballot in the ballot box.

## **15b** If the voter asks you to translate the ballot.

1. Ask for volunteer translators.



Election Officers may translate for the voter.

Authorized representatives may have volunteers available to translate.

2. Let 1 translator listen to the Election Officer and translate for the voter.
3. Locate a Request for Assistance form and explain the purpose to the voter and translator.
4. Ask voter to complete and sign section A – Request of Voter.
5. Ask translator to complete and sign Section C – Agreement of Assistant.
6. Show the voter and assistant to the voting booth.



If using paper or optical scan/marksense ballots, the assistant must place the ballot in the ballot box.

## 16 If the voter is blind or low vision and asks for assistance.

1. Ask if the voter needs help from an Election Officer or brought an assistant who:
  - Is not their employer.
  - Is not an agent of a voter's union.
2. If the voter requests assistance, find a Request for Assistance form.
3. Explain the purpose of the form to the voter and assistant.
4. Voters who are blind do not have to sign this form, but they must show ID.

Write 'blind voter' on signature line in Section A.

5. Print the voter's name on the line below signature.
6. Ask assistant to complete Section B and sign.



If available, tell the voter that they can vote with an electronic voting device with an audio ballot.


If the voter chooses to vote this way, an assistant can help.

7. Show voter and assistant to voting booth.



If using paper or optical scan/marksense ballots, make sure the assistant places the ballot in the ballot box.

# 17 Voter asks to vote outside of the polling place.

 Voters can vote outside and within 150 feet of the entrance to the polling place if:

- 65 or older.
- Physically disabled.


1. Mark off the next PBC number and enter number into pollbook.

Write 'OP' for outside polls in pollbook

OR

Check in the voter and check the 'OP' flag in the upper right corner.

2. Have two Election Officers from different political parties bring the Request for Assistance form, pen, privacy envelope, ballot, and ballot marking device to voter.

 If this would leave too few Election Officers in the polling place to meet legal requirements then the Election Chief or Assistant Election Chief can go alone.

 If the voter asks for help voting, go to problem 15a.

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# Other

18. If you see the assigned number symbol **A**  
in the pollbook.

**This is rare.**



# 18 If you see the assigned number symbol **A** in the pollbook.



This is very rare.



On paper pollbooks, the **A** symbol appears left of the voter's name.

On EPB, the **A** symbol may be in the voter's details or in the message box.

1. Ask voter to fill out a Voter Registration application.



We need to update their voter registration to include their social security number, if they have one.

2. Write 'SSN update' next to or above the social security number on the form.



Do not enter the social security number in the pollbook.

Do not ask the voter to say their social security number aloud.

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# Absentee

- 19a. Absentee voter shows up to vote at the polling place.
- 19b. Absentee voter shows up to vote at the polling place with their absentee ballot.
- 19c. Absentee voter shows up to vote at the polling place and they DO NOT have their absentee ballot.



## 19a If an absentee voter shows up to vote at the polling place.

1. Locate the voter's name in the final Absentee list **OR** in the pollbook.



If it says 'marked' or 'on machine' then this voter already voted and cannot vote again.

If voter says they did not vote, go to problem 12a have them vote provisionally using reason code #5.



If it says 'issued' and the voter has their absentee ballot go to problem 19b.

If it says 'issued' and the voter does not have their absentee ballot go to problem 19c.

## **19b** If an absentee voter shows up to vote at the polling place **WITH** their absentee ballot.

1. Ask voter to take the ballot out of the envelope and write 'VOID' on the front of the ballot.
  - ! If voter filled in any part of the ballot, they can fill in the rest of the ovals for privacy.
2. Attach the voided absentee ballot, envelope, and any other related materials.
3. Record voter's name and voter ID number on the back of envelope #4 and place materials inside.
4. Check voter into pollbook and have them cast vote as normal.
  - ! On paper pollbooks, draw line through 'AB' next to voter's name and assign the next pollbook count number.
  - ! On EPB, use the Election Chief's password to override the AB symbol and continue to check in voter.

## **19c** If an absentee voter shows up to vote at the polling place and they **DO NOT** have their absentee ballot.

1. Call the Election Office to ask if the voter returned an unused or spoiled ballot.



If the GR tells you that the voter returned an unused or spoiled ballot then have them cast vote as normal.

Go to problem 19b for instructions on how to check voter into pollbook.



If GR tells you that voter did not return their ballot, have them vote provisionally.

Go to problem 12a.


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# Extension of Poll Hours


20a. The court orders the polls to stay open past 7:00 p.m.


20b. You run low on ballots or provisional ballot envelopes.

## 20a The court ordered the polls to stay open past 7:00 p.m.

 Voters in line after 7:00 p.m. will vote on a provisional ballot.

1. Check voters into pollbook.


 On paper pollbooks, **do not** write anything in the paper pollbook.

 On EPBs, check voters in as provisional.  
Enter 'after hours' in the voter record.

2. Locate a new provisional ballot log sheet.

3. Record voter's information into the provisional ballot log using reason code number 3.

4. Go to problem 12a and follow instructions.

 Voter does not have to fill out voter registration application, unless needed for another reason.

# EXTENSION OF POLL HOURS

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Use Authorization to Reproduce Ballots form ELECT-646.1.  
§ 24.2-646.1

## **20b** You run low on ballots or provisional ballot envelopes.

### **If you run low on optical scan/marksense ballot supplies:**

1. Have the Chief Officer ask the Electoral Board for more ballots.
2. Follow instructions on the Authorization to Reproduce Ballots form.

### **If you run low on provisional ballot envelopes:**

1. Copy the front and back of an unused provisional ballot onto a single piece of paper.



This paper does not need to be green.

2. Fill out fields as you would on the normal provisional ballot envelope.
3. Have voter vote on provisional ballot.

### **Go to problem 12a.**

4. Wrap and secure the paper with the provisional ballot envelope information around the voter's completed provisional ballot.



Use available materials, such as paper clips.

Keep the voter's information visible.

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# Voting Malfunctions

21. If the electronic pollbook malfunctions.
22. If the voting system malfunctions.

# 21 If the electronic pollbook malfunctions.

1. Contact the General Registrar and follow their instructions.
  - ! Use paper pollbooks if available.
  - ! If none of the pollbooks work, voters should vote provisionally . Go to problem 12a.
  - ! Mark reason code #6 – other and write ‘pollbook malfunction’ on the provisional ballot envelope.



# 22 If the voting system malfunctions.

1. Contact the General Registrar and follow their instructions.
2. Continue allowing voters to vote on printed ballots.
3. If there is no working voting system, place the uncounted ballots in a secure container or compartment.
4. Count the ballots after the polls close.



If you have a working scanner, run each of the uncounted ballots through the scanner.

If you do not have a working scanner, count the ballots manually.