

# Chapter 15: What If . . .

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## Quick Reference to Problems and Issues

Revised May 2018

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For Problems 1 - 20, an explanation and the action required for each are detailed beginning on the next page.

**Identification** (See the next page for ID requirements)

1. Identification requirements
2. Voter has no acceptable ID

**Address or Name Change**

3. Voter's name marked **Inactive** 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. 7, 2017
6. Voter moved within Arlington after Nov. 4, 2014 and before Nov. 7, 2017
7. Voter moved to another state

**Pollbook**

8. Voter's name marked **Overseas** or **Fed Only** on pollbook
9. Voter's name not on pollbook in this precinct
10. Voter's name omitted from pollbook in error
11. Person is not qualified to vote
12. (a) Name is not on pollbook in this precinct and the Election Office cannot be contacted or confirm the person is registered to vote (basic Provisional Ballot procedure) OR (b) voter lacks 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. (This section deliberately omitted)

**Absentee**

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

**Extension of Poll Hours**

20. Poll hours extended by court order

**Abbreviations & Notations in This Guide**

**AB** Absentee Ballot  
**AB LIST** Final Absentee Ballot Report

**CAP** Central Absentee Precinct (2100 Clarendon Blvd, Ste. 320)  
**EPB** Electronic Pollbook (ExpressPoll)  
**ID** Identification  
**OP** Outside Polls  
**SOR** Statement of Results  
**§ 24.2** Title of the *Code of Virginia*, also known as the Virginia Election Laws

**Explanation of Indicators by Voter's Name in EPB**

**Inactive:** Voter must complete a form before voting because voter failed to respond to a confirmation notices relating to a change of address. The action to take depends on if, when and where the voter moved (Problems 3-7). Problems 4-7 also may apply if the voter's name is **NOT** marked as Inactive.

**Fed Only:** Federal only overseas voter eligible to vote in federal elections only (Problem 8)

**Overseas:** Overseas voter eligible to vote in all elections (Problem 8)

If voter has questions about any requirement, voter may call the Virginia Department of Elections' Policy office: 800-552-9745.

## 15.1: Identification Issues

Issue	Explanation	Action to Take
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### 1. ID Requirements - In all elections, voters shall be asked for PHOTO identification.

<p><b>Step 1: Ask Voter for ID</b></p>	<p><b>ID Requirements – Photo ID required</b></p> <p>(See Problem #1 for details and important notes.)</p> <p><b>Note:</b> Voter needs only <b>one</b> form of identification.</p> <p>One of the following IDs:</p> <ul style="list-style-type: none"> <li>• Valid Virginia Driver’s License or DMV ID card</li> <li>• Valid U. S. Passport</li> <li>• Valid Student ID card issued by an institution of higher education or private school located in Virginia</li> <li>• Valid Employee ID card               <ul style="list-style-type: none"> <li>○ Must include photo and be issued in the ordinary course of business</li> </ul> </li> <li>• ID issued by a government agency of the Commonwealth of Virginia including one of the Commonwealth’s political subdivisions (cities, counties, towns) or the United States               <ul style="list-style-type: none"> <li>○ Must be issued with the voter’s name pre-printed by the issuing authority</li> </ul> </li> <li>• Tribal enrollment or IDs issued by one of the 11 recognized tribes in Virginia: Cheroenhaka (Nottoway), Chickahominy, Eastern Chickahominy, Mattaponi, Monacan, Nansemond, Nottoway of Virginia, Pamunkey, Patawomeck, Rappahonock, and Upper Mattaponi</li> <li>• Virginia Photo Voter ID card (temporary card allowed)</li> </ul> <p>Valid, for ID purposes, means the document is genuine, it bears a photograph and printed name of the voter, and it is not expired for more than 12 months from the date of the election.</p>	<p><b>Procedure if No ID</b></p> <p>(See Problem #2 for details and important notes.)</p> <p>Use Provisional Ballot.</p>
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**Important! Never turn a voter away because of lack of ID.**

## 15.1.1: Voter Shows ID

**Step 2: For all voters who show an acceptable ID, find the voter's name in the pollbook (scan or find manually).**

**ASK the voter to state his current residence address.**

Do **not** record the type of ID examined.

Does the name on the ID and the address affirmed, either orally or in writing, by the voter match what is in the pollbook?

**NO**

**If name and/or address are not the same as the pollbook:**

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

Note that the format of the name on the ID does not need to exactly match the format of the name in the pollbook, and the address on the ID, if included, does not need to be the same as the pollbook, provided the ID is valid and the voter affirms he resides at the address in the pollbook.

**YES**

**If name and the stated address is the same as the pollbook:**

- State voter's name and address and select name.
- Tap Issue Ballot
  - Dual Primaries Only: Ask the voter which primary in which the voter wishes to vote and select party ballot.
- Tap Standard Ballot
- Give voter a voting permit and direct voter to the Ballot Officer.

## 15.1.2: Voter Has No Acceptable ID

### 2. The Voter has failed to provide the required ID

This voter shall not cast a regular ballot, but must be allowed to vote a provisional ballot

Is lack of ID the only reason that the voter is casting a provisional ballot?

If the answer is **No** follow the procedure outlined in **Problem 12a**.

**Note:** The Provisional Ballot is not counted on Election Day. It is counted by the Electoral Board only after the voters submits a copy of the ID to the Electoral Board by the deadline of noon on the Friday after the election.\*

\*If the Veteran's Day holiday falls on the Friday after the election, voters will have until noon on the following Monday to submit their ID.

If the answer is **YES**

- Ask the voter if he is able to easily retrieve the necessary ID. If so, alert the voter to the fact that doing so prior to voting a provisional ballot will entitle him to cast a standard ballot
- Inform the voter that he will be required to submit a copy of his identification in order for his vote to count if he chooses a provisional ballot
- 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 *Precinct Provisional Ballots Log* (Do not issue a ballot to voter on EPB.)
- 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 Bag.
- Give the voter the Provisional Voter Notice – Identification (SBE 643 form). 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 identification.

## 15.2: Address Change/Move Issues

### 15.2.1: Voter Has Moved

The determination of whether a voter can vote in his or her former precinct, where his or her name still remains registered, after moving depends on:

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

<b>When Did Voter Move?</b>	<b>How far did the voter move?</b>			
	Within Same Precinct?	Within Arlington (but not same precinct)?	Within Virginia but Not within Arlington?	To another state?
Before this election day but after Nov. 7, 2017?	Can vote; use Voter Registration Application. See # 4.	Can vote in the precinct where name appears on pollbook; use <i>Voter Registration Application</i> . See #5.	Can vote in the precinct where name appears on pollbook; use <i>Voter Registration Application</i> . See #5.	See # 7.
Before Nov. 7, 2017 and after Nov. 4, 2014?	Can vote; use Voter Registration Application. See # 4.	Can vote in the precinct where name appears on pollbook; use <i>Affirmation of Eligibility</i> . See #6.	See #6.	See # 7.
Before Nov. 4, 2014?	Can vote; use Voter Registration Application. See # 4.	See #6.	See #6.	See # 7.

For detailed instructions please see additional information and important notes below.

**Note: Whenever a voter provides you with name and/or address information different from what is in the pollbook, send the voter to the Chief or Assistant Chief. Do not tie up the line!**

**Exception: Voters whose only address change is to a different apartment in the same building may complete the Apartment Change Form. They can then proceed with the check-in process.**

If you have selected the name and are on the Voter Details screen, tap GO BACK to return to the Voter Search screen and continue with the next voter.

Issue	Explanation	Action to Take
<p><b>3. Voter's name marked <u>Inactive</u> but voter did not move</b></p> <p>[If voter's address has changed see Problems 4-7 below]</p>	<p>Voter's name is marked Inactive on the pollbook because of failure to respond to a confirmation notice relating to a change of address.</p> <p>To be eligible to vote, this voter <b>must</b> 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 has not changed:</p> <ul style="list-style-type: none"> <li>• Use <i>Affirmation of Eligibility</i> form.</li> <li>• Officer <b>must</b> challenge voter then initial and complete Section A and check Box A of the <i>Affirmation of Eligibility</i> form.</li> <li>• Have voter complete and <b>sign</b> Section B - Affirmation of Voter statement before voting.</li> <li>• The voter's written address <b>MUST</b> match the address displayed in the pollbook.</li> <li>• State voter's name and address and select name.</li> <li>• Chief must enter supervisor code.</li> <li>• Tap Issue Ballot <ul style="list-style-type: none"> <li>○ Dual Primaries Only: Ask the voter which primary in which the voter wishes to vote and select party ballot.</li> </ul> </li> <li>• Tap Standard Ballot</li> <li>• Give voter a voting permit and direct voter to Ballot Officer</li> </ul>
<p><b>4. Voter moved within the same Precinct <u>or</u> Voter changed name only</b></p> <p>[Voter's name may or may not be Inactive on pollbook.]</p>	<p>A voter is permitted to vote if the change of address is within the <b>same</b> precinct, regardless of when the voter moved.</p> <p>A change of name <b>will not</b> affect the voter's qualification to vote.</p> <p>§24.2-401</p>	<ul style="list-style-type: none"> <li>• Have voter <b>complete and sign</b> a <i>Voter Registration Application</i>, entering former address and/or name under "previous registration."</li> <li>• State voter's name and address and select name.</li> <li>• If voter listed as Inactive, Chief must enter supervisor code.</li> <li>• Tap Issue Ballot <ul style="list-style-type: none"> <li>○ Dual Primaries Only: Ask the voter which primary in which the voter wishes to vote and select party ballot.</li> </ul> </li> <li>• Tap Standard Ballot</li> <li>• Give voter a voting permit and direct voter to Ballot Officer</li> </ul>

Problem	Explanation	Action to Take
<p><b>5. Voter moved within Virginia after Nov. 7, 2017</b></p> <p>[Voter's name may or may not be Inactive on pollbook.]</p>	<p><b>Question:</b></p> <p>Did voter move anywhere <b>within</b> Virginia after November 7, 2017?</p> <p>§24.2-401</p>	<p>If answer is <b>yes</b>, voter may vote in the precinct where his name appears on the pollbook.</p> <ul style="list-style-type: none"> <li>• Have voter complete and sign a <i>Voter Registration Application</i>.</li> <li>• State voter's name and address and select name.</li> <li>• If voter listed as Inactive, Chief must enter supervisor code.</li> <li>• Tap Issue Ballot <ul style="list-style-type: none"> <li>○ Dual Primaries Only: Ask the voter which primary in which the voter wishes to vote and select party ballot.</li> </ul> </li> <li>• Tap Standard Ballot</li> <li>• Give voter a voting permit and direct voter to Ballot Officer</li> </ul> <p>If answer is <b>no</b>, voter might be able to vote, depending upon where he moved to. Follow the instructions in problems # 6 and 7.</p>

Problem	Explanation	Action to Take
<p><b>6. Voter moved after Nov. 4, 2014 and before Nov. 7, 2017</b></p> <p>[Voter's name may or may not be Inactive on pollbook]</p>	<p><b>Did voter move within Arlington?</b></p> <p>§24.2-401</p>	<p><b>If answer is yes, voter must be challenged by Officer of Election before voting (call the Chief).</b></p> <ul style="list-style-type: none"> <li>• Use <i>Affirmation of Eligibility</i> form.</li> <li>• Officer challenging must initial and complete Section A and complete the Statement of Challenger (checking Boxes C &amp; 4).</li> <li>• Have voter read and sign Section B (Affirmation of Voter) and complete form with their name and new address before voting.</li> <li>• State voter's name and address and select name.</li> <li>• If voter listed as Inactive, Chief must enter supervisor code.</li> <li>• Tap Issue Ballot <ul style="list-style-type: none"> <li>○ Dual Primaries Only: Ask the voter which primary in which the voter wishes to vote and select party ballot.</li> </ul> </li> <li>• Tap Standard Ballot</li> <li>• Give voter a voting permit and direct voter to Ballot Officer</li> </ul> <p><b>If answer is no, person may not vote a standard ballot.</b></p> <ul style="list-style-type: none"> <li>• Have person <b>complete and sign</b> a <i>Voter Registration Application</i> to be eligible to vote in the next election at new precinct.</li> </ul> <p><b>Note:</b> If any person says he is a registered voter in the precinct and is eligible to vote in the election, he <b>must</b> 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
<b>7. Voter moved to another State</b>	<p><b>Question:</b> Did voter move to another state?</p> <p>If <b>yes</b> voter may <b>not</b> vote.</p> <p>§24.2-401</p>	<p>If voter moved out of Virginia, person may <b>not</b> vote. Inform person he may <b>not</b> vote in Virginia.</p> <ul style="list-style-type: none"> <li>Ask person to complete and sign a <i>Cancellation of Voter Registration</i> form, stating that he or she has moved out of state and asking that his/her Virginia registration be cancelled. Return forms in Bag #8.</li> </ul>
	<p><b>Presidential Elections Only:</b></p> <p>Did voter move to another state in the 30 days before the election?</p> <p>If <b>yes</b> voter may vote a ballot for President and Vice President only.</p> <p>§24.2-402</p>	<p><b>Note:</b> If any person says he is a registered voter in the precinct and is eligible to vote in the election, he <b>must</b> be allowed to cast a provisional ballot. Follow procedures in Problem #12 and use provisional reasons #1 or 2 (as appropriate).</p> <p>Call the Chief. Voter must complete the <i>Affirmation of Eligibility</i>, Check Box C, Challenger Box 2. The voter <b>MUST</b> complete Part B in order to be issued a ballot.</p> <p>Pollbook Officer: Process the voter as any other voter, except hand the voter a pink Presidential Only ballot permit card.</p> <p>Ballot Officer: Upon receipt of the Presidential only permit, hand the voter a ballot that has the office of President/Vice President only.</p>

## 15.3: Pollbook

Problem	Explanation	Action to Take
<b>8. Voter's name marked as Overseas or Fed Only on pollbook</b>	Registered overseas voter who <b>may</b> have been issued an absentee ballot.	Officers need to check the pollbook and determine whether <i>AB Voter</i> is listed in the <i>Issued</i> column by the voter's name <i>AB Voter</i> indicates an absentee ballot was issued to the voter. If yes, send voter to the Chief. Chief: follow the procedures outlined in Problems #19 - 22 concerning all absentee voters who appear in the polling place.
	§ 24.2-443.4 § 24.2-420.1 § 24.2-653.1 § 24.2-708 § 24.2-711	
	Voters marked with <i>Fed Only</i> are eligible to vote in <b>federal</b> elections only.	Call 703-228-3456 and ask for the Absentee Department for verification and advice.
	Voters marked with <i>Overseas</i> are eligible to vote in <b>all elections</b> .	For the <i>Overseas</i> voter, if there is no <i>AB Voter</i> listed next to the voter's name on the pollbook and the voter does <b>not</b> appear on the <i>AB List</i> , the voter was <b>not</b> issued an absentee ballot and <b>is</b> allowed to vote full ballot for all offices. <ul style="list-style-type: none"> <li>• State voter's name and address and select name.</li> <li>• Tap Issue Ballot               <ul style="list-style-type: none"> <li>○ Dual Primaries Only: Ask the voter which ballot he wishes to vote and select party ballot.</li> </ul> </li> <li>• Tap Standard Ballot</li> <li>• Give voter a voting permit and direct voter to Ballot Officer</li> </ul> <p>A person who has moved back to Virginia from overseas should be offered an opportunity to complete a <i>Voter Registration Application</i> form to ensure that he or she will be eligible to vote in the next election.</p>

**For advice or questions on any of the above voter statuses, call 703-228-3456 and ask to speak to the Absentee Department.**

Problem	Explanation	Action to Take
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**9. Voter's name is not on pollbook for this precinct**

Note that it is possible the voter's name may appear on the pollbook as registered in another precinct, either within Arlington or in another locality. You can only permit people to vote if they are registered in the precinct where you are working.

If the voter shows up to vote and is registered in a different precinct, we want to try to direct him to the correct precinct in order to assure his ballot will count.

Possible reasons:

- 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 §§ 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)

**Note:** Voter may have a receipt showing 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.

Before calling the Election Office:

- Check for correct spelling or recent name change.
- Look for name on the add-on sheet (this is rare)
- Search in the regional area. If the voter is registered in another precinct, and has **not** moved, provide the voter with the address, and if within Arlington, directions to his correct polling place.
- If voter has moved from the address where registered, and has **not** submitted a new timely registration to an authorized agency, see Problems # 4 - 7 to advise voter whether he is eligible to vote in his old precinct in this election.

If you need to call the Election Office, complete the Telephone Call-in form first.

- 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 applicable deadline, in person at an agency authorized to receive registration (DMV), ask for any proof of application or ask the staff to contact Va Dept of Elections if proof is not available.
- Call the Election Office and proceed under one of the following three scenarios:
  - Problem 10: if the staff can immediately confirm qualifications.
  - Problem 11: if the staff states that the person is not qualified to vote.
  - Problem 12a: if staff is unavailable or unable to confirm qualifications.

Problem	Explanation	Action to Take
<b>10. Voter's name omitted from pollbook in error</b>	<p><b>Only the Elections Staff</b>, who have 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 election staff authorizes Officer to add voter's name to pollbook:</p> <ul style="list-style-type: none"> <li>• Use <i>Affirmation of Eligibility</i> form. Officer must initial and complete Section A and check Box B.</li> <li>• Have voter read, complete and sign Section B (Affirmation of Voter).</li> <li>• Enter voter's name and address only on the pollbook add-on sheet. Be sure to indicate who in the office authorized you to add the name.</li> <li>• State voter's name and address and select name.</li> <li>• Tap the Return to Main button</li> <li>• Tap Voter Not Found, Issue Ballot</li> <li>• Enter the Supervisor password (Chiefs or Asst. Chiefs)</li> <li>• Tap Issue Ballot <ul style="list-style-type: none"> <li>○ Dual Primaries Only: Ask the voter which ballot he wishes to vote and select party ballot.</li> </ul> </li> <li>• Tap Standard Ballot</li> <li>• Give voter a voting permit and direct voter to Ballot Officer</li> </ul>
<b>11. Person is not qualified to vote</b>	<p>The Elections Staff <b>will advise</b> the Officer if a person is not qualified to vote.</p> <p>42 USC § 15482 [of the "Help America Vote Act of 2002"].</p>	<ul style="list-style-type: none"> <li>• Inform person he may <b>not</b> vote.</li> <li>• Have person complete and sign a <i>Voter Registration Application</i> to be eligible to vote in the <b>next</b> election.</li> </ul> <p><b>Note:</b> If any person says he is a registered voter in the precinct and is eligible to vote in the election, he <b>must</b> be allowed to cast a provisional ballot. Follow procedures in Problem #12 and use reasons #1 or 2 (as appropriate).</p>

Problem	Explanation	Action to Take
<p><b>12a. Provisional Ballot when:</b></p> <ul style="list-style-type: none"> <li>• Person’s name is not on pollbook;</li> <li>• The election staff cannot be contacted or cannot confirm the person is registered to vote; <b>and</b></li> <li>• The voter says he is registered to vote in the precinct and eligible to vote in the election.</li> <li>• 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 reason(s) on the provisional ballot envelope, the <i>Precinct Provisional Ballots Log</i> and the <i>Provisional Voter Notice</i> (HAVA-5 form).</li> </ul>	<p>This voter <b>may only vote</b> by casting a Provisional Vote and <b>must be allowed</b> to cast a provisional ballot [green envelope].</p> <p>The Provisional Ballot is <b>not</b> 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>§24.2-653 and 42 USC § 15482 [of the “Help America Vote Act of 2002”].</p>	<ul style="list-style-type: none"> <li>• Have voter complete identifying information and read and sign statement on the green Provisional Vote envelope.</li> <li>• Have voter check <b>either Box #1 (not listed) or Box #2 (not listed and moved)</b>, as appropriate, under “Statement of Voter” on the envelope.</li> <li>• Officer must also sign envelope and enter precinct information on front.</li> <li>• Ask voter to show one of the IDs listed under Problem 1. If voter has no acceptable ID, check the box beside “Voter ALSO did not provide qualified identification.” (See Problem #2)</li> <li>• Enter voter’s information and reason for voting a provisional ballot on the <i>Precinct Provisional Ballots Log</i>.</li> <li>• On the log, provide the reason for the provisional ballot and any information that needs to be communicated to the election staff or electoral board about the voter’s qualifications (for example, “voter says he registered at (agency/location) on/around (date)”).</li> <li>• Have person vote and seal ballot in green envelope.</li> <li>• Place sealed green envelope in Ballot Bag.</li> <li>• Give the voter the <i>Provisional Voter Notice</i> (HAVA-5 form), with the reason(s) the voter cast a provisional ballot checked by the officer. This informs the voter when and where Electoral Board will meet the following day to consider his qualifications, and provides other required notifications.</li> </ul>

Voter must be offered a registration application.

Explain that completing this application **may** affect his or her eligibility to vote in today’s election and the voter may present additional evidence to the Electoral Board documenting his or her eligibility. This is further explained in the *Provisional Voter Notice*.

Problem	Explanation	Action to Take
<p><b>12b. Provisional Ballot when:</b> Voter fails to present the required ID and is otherwise qualified to vote a standard ballot.</p>	<p>This voter <b>may only</b> vote by Provisional Ballot and <b>must</b> be allowed to vote 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 ID to Electoral Board by the deadline.</p> <p>§ 24.2-643 § 24.2-653 42 USC § 15482 [of the “Help America Vote Act of 2002”]</p>	<ul style="list-style-type: none"> <li>• Have the voter complete identifying information and read and sign the statement on the lime green Provisional Vote Envelope – ID ONLY.</li> <li>• Officer must also sign the envelope and enter precinct information on front.</li> <li>• Enter the voter’s information on the <i>Precinct Provisional Ballots Log</i>.</li> <li>• On the log, circle the “ID” box for the reason(s) the person is voting a provisional ballot.</li> <li>• Have person vote and seal ballot in lime green envelope.</li> <li>• Place sealed envelope in Ballot Bag.</li> <li>• Give the voter a <i>Provisional Voter Notice – ID ONLY</i> (SBE 643 form). 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 a copy of the required identification.</li> </ul>

Problem	Explanation	Action to Take
<p><b>13. Voter is challenged by Officer or another voter</b> (including representative of Party or independent candidate)</p>	<p>A qualified voter <b>may</b> challenge any person listed on the pollbook who is known or suspected (by the challenger) not to be a qualified voter.</p> <p>An Officer of Election <b>must</b> challenge such person. §24.2-651</p> <p>Note: A person who is challenged and refuses to sign the <i>Affirmation of Eligibility</i> statement <b>may not vote</b>. (See <b>exception</b> below.)</p> <p><b>Note:</b> If any person says he is a registered voter in the precinct and is eligible to vote in the election, he <b>must</b> be allowed to cast a provisional ballot. Follow procedures in Problem # 12a and use reason “Other – challenged, refused statement.”</p>	<ul style="list-style-type: none"> <li>• Explain to voter the qualifications to vote, if necessary. (See information on the <i>Voter Registration Application</i>.)</li> <li>• Use <i>Affirmation of Eligibility</i> form. Officer challenging must initial and complete Section A then check Box C.</li> <li>• <b>Person or officer challenging the voter must complete and sign the Statement of Challenger (in Section A)</b> 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.</li> <li>• Have challenged voter read, complete and sign Section B (Affirmation of Voter), if voter chooses to vote.</li> <li>• State voter’s name and address and select name</li> <li>• Tap Issue Ballot <ul style="list-style-type: none"> <li>○ Dual Primaries Only: Ask the voter which ballot he wishes to vote and select party ballot.</li> </ul> </li> <li>• Tap Standard Ballot</li> <li>• Give voter a voting permit and direct voter to the Ballot Officer.</li> </ul>
<p><b>14. Voter’s name already marked as voted on pollbook</b></p>	<p>This voter is only entitled to vote a Provisional Ballot.</p> <p>Voter must:</p> <ul style="list-style-type: none"> <li>• Show identification showing him to be the voter listed on the pollbook</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>• Affirm his eligibility to vote by <b>signing</b> the <i>Provisional Ballot Envelope</i></li> </ul> <p>§24.2-651.1</p>	<ul style="list-style-type: none"> <li>• Allow voter to vote a Provisional Ballot following the procedures listed under <b>Problem 12a</b> but mark <b>Box #5</b> on the <i>Provisional Vote Envelope, Precinct Provisional Ballots Log, and Provisional Voter Notice</i> (HAVA-5 form.)</li> </ul>

## 15.4: Accessibility

Problem	Explanation	Action to Take
<p><b>15. Voter asks for help to vote</b></p> <p>[If voter is <b>blind</b> see #16 below]</p>	<p>A voter <b>may ask</b> 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><b>No authorized representative</b> of a candidate or party in the polling place <b>or neutral observer</b> 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><b>If a paper optical scan ballot</b> is used, the assistant (not the voter) must deposit ballot in ballot box.</p> <p>§24.2-649 B &amp; C</p> <p><b>Note:</b> The officer <b>shall</b> notify the voter requesting assistance of the availability of the audio ballot 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"> <li>• Use the Request for Assistance form.</li> <li>• Take voter and assistant aside; explain purpose of <i>Request for Assistance</i> form, if necessary. Excerpts from the laws on assistance are on the back of the form.</li> <li>• Have voter <b>sign</b> Section A (Request of Voter) or if voter is unable to sign have assistant write: "voter unable to sign" and print voter's name.</li> <li>• Have assistant <b>sign and</b> complete section B (Agreement of Assistant).</li> <li>• Have assistant accompany voter inside booth to assist voter and/or cast voter's vote.</li> </ul> <p>If voter asks Officer of Election to translate the ballot:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• If available, one interpreter per such party or candidate will be allowed to listen to the officer assist the voter.</li> <li>• Follow procedures above and use <i>Request for Assistance</i> form.</li> <li>• Any party/candidate interpreter(s) must complete Part C.</li> <li>• Voter may choose one of the interpreters to assist instead of the officer.</li> <li>• New assistant must be qualified to assist (Part B) and complete a new assistance form accordingly.</li> </ul>

Problem	Explanation	Action to Take
<p><b>16. Voter is blind</b></p> <p>Follow procedures in #15 above with these modifications.</p>	<p>A blind voter is <b>not</b> 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><b>Note:</b> The officer <b>shall</b> notify the voter requesting assistance of the availability of the audio ballot 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"> <li>• Take voter and Assistant aside; explain purpose of <i>Request for Assistance</i> form, if necessary. Excerpts from the laws on assistance are on the back of the form.</li> <li>• Use the <i>Request for Assistance</i> form. Advise voter that his signature on the form is <b>not</b> required, but identifying information is required.</li> <li>• Write “Blind Voter” on signature line in Section A and print voter’s name on line below.</li> <li>• Have Assistant <b>sign and complete</b> Section B.</li> <li>• Allow Assistant to accompany voter inside booth to assist voter and/or cast voter's vote.</li> </ul>

Problem	Explanation	Action to Take
<b>17. Voter asks to vote outside polls</b>	<p>A voter who is <b>physically disabled</b> or <b>age 65 or older</b> 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 and 24.2-649</p>	<p>CALL THE CHIEF or Assistant Chief</p> <p>Chief:</p> <ul style="list-style-type: none"> <li>• Take to the voter a <i>Request for Assistance</i> form and pen. Also take notepaper to note the voter's name and address.</li> <li>• Check the voter's ID and write down the name and address.</li> <li>• Have voter complete the <i>Request for Assistance</i> if necessary.</li> <li>• Return to the pollbook and have the Pollbook Officer search for the voter's name and address on the pollbook, using the information you have verified.</li> </ul> <p>If person is qualified to vote, Pollbook Officer:</p> <ul style="list-style-type: none"> <li>• Select the voter's name and repeat the name and address.</li> <li>• Tap Issue Ballot <ul style="list-style-type: none"> <li>○ Dual Primaries Only: Ask the voter which primary in which the voter wishes to vote and select party ballot.</li> </ul> </li> <li>• Tap Outside Polls Voter again.</li> </ul> <p>Chief:</p> <ul style="list-style-type: none"> <li>• Take a ballot, clipboard, pen, and privacy folder out to voter.</li> <li>• Have voter vote the ballot in your presence but privately (unless you are assisting and have completed the <i>Request for Assistance</i>).</li> <li>• After the voter has voted, place the ballot in the privacy folder.</li> <li>• Return to the polling place and immediately insert the voter's ballot into the scanner.</li> </ul>
18. (Not applicable)		

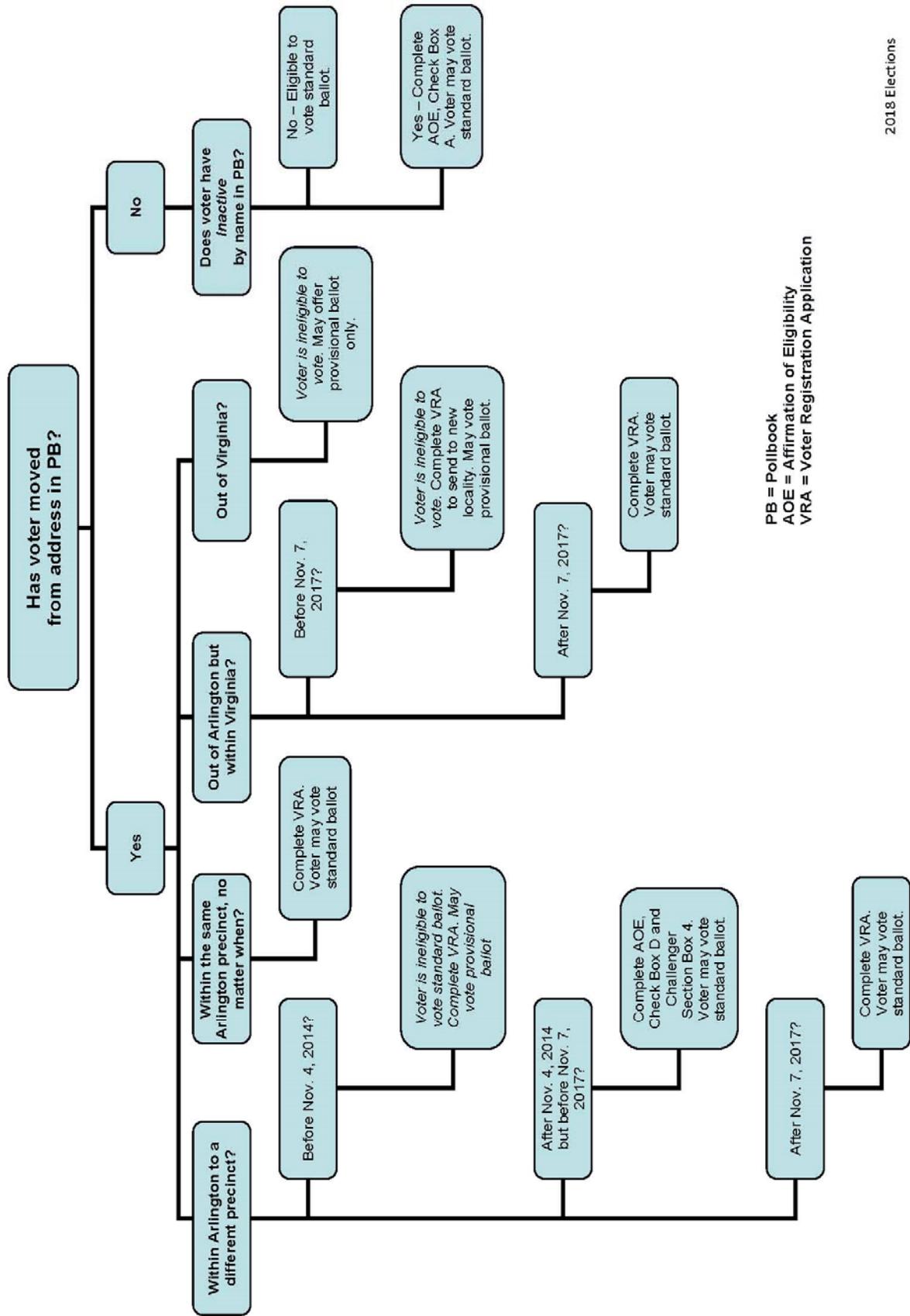
## 15.5: Absentee Issues

Issue	Explanation	Action to Take
<p><b>19. Absentee voter comes to polling place to vote</b></p>	<p>Action to take depends on pollbook status and whether voter brings ballot to the polls.</p> <p>Provisional voting is required unless the voter can present ID and return the ballot to the polls.</p> <p><b>Note:</b> Any voter marked with Fed Only on the pollbook may vote a ballot for federal offices only. The provisional ballot issued to this voter must be the <b>Federal Only Ballot</b>. See Problem #8.</p> <p>§§ 24.2-653.1, 24.2-707, 24.2-708, 24.2-712</p>	<ol style="list-style-type: none"> <li>1. Verify status of absentee ballot on the final AB List and on the pollbook.               <ol style="list-style-type: none"> <li>a. If AB List status says <i>Marked</i> or <i>On Machine</i> and voter's ballot status is <i>AB Issued</i> on pollbook, voter has already voted. (If voter claims he did not vote, offer a provisional ballot. Use Reason Code #5.)</li> <li>b. If AB List status says <i>Issued</i>, proceed to #2. Status in pollbook should read <i>AB Issued</i>.</li> </ol> </li>   <li>2. If status is <i>Issued</i> on AB List and the voter does not bring the ballot to the polls:               <ol style="list-style-type: none"> <li>a. If voter does not have the ballot, voter must be offered a provisional ballot. See Reason Code #4.</li> <li>b. Call the office at 703-228-3456 and ask for the Absentee Department before issuing a provisional ballot. Do not send the voter to the Elections Office!</li> </ol> </li>   <li>3. If the AB List status is <i>Issued</i> and the absentee voter brings the ballot to the polls:               <ol style="list-style-type: none"> <li>a. If the ballot is still sealed in the "Ballot Within" envelope, mark VOID on the envelope and place it in Envelope #4.</li> <li>b. If the ballot is already marked, partially marked, or sealed in the "Voted Ballot" envelope, have the voter write VOID across the envelope or the ballot. Place the ballot in Envelope #4.</li> <li>c. The voter may now be checked in on the pollbook and vote on the machines.                   <ol style="list-style-type: none"> <li>i. Select the voter's name on the pollbook.</li> <li>ii. Tap Issue Standard Ballot</li> <li>iii. Enter the supervisor code (Chiefs and Assistant Chiefs)                       <ol style="list-style-type: none"> <li>1. Dual Primaries Only: Ask the voter which primary in which the voter wishes to vote and select party ballot.</li> </ol> </li> <li>iv. Tap Standard Ballot</li> <li>v. Give the voter a voting permit and direct voter to Ballot Officer.</li> </ol> </li> </ol> </li> </ol> <p>If the voter brings a VOTED absentee ballot to the polls and insists on leaving the ballot with you instead of voting on the machines, explain the following:</p> <ol style="list-style-type: none"> <li>4. Absentee ballots are not counted at or returned to the polls. If the voter wants the voted absentee ballot counted, he must return it to the CAP by 7 p.m.</li> </ol>

5. Voted absentee ballots left at the polls are considered void and will not be counted. If the voter does leave the voted ballot, mark it VOID and insert it in Envelope #4.

## 15.6: Extension of Poll Hours

Problem	Explanation	Action to Take
<b>20. Normal poll closing time extended by court order</b>	<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><b>Note:</b> The <b>ID requirements</b> applicable to other voters apply to this voter. (See Problems #1 and 2.)</p> <p><b>Note:</b> Any voter marked with Fed Only on the pollbook may vote a ballot for federal offices only. See Problem #8.</p> <p>§ 24.2-653(C).</p>	<p>Follow all other normal procedures under Problems #1 - 19 to look up voter on pollbook, request ID, and determine voter qualifications except, as for other provisional voters,</p> <ul style="list-style-type: none"> <li>• Find and verify the voter's name on the pollbook but DO NOT tap Issue Ballot.</li> <li>• Record each voter's information on a separate <i>Precinct Provisional Ballots Log</i>, circling reason #3 and any other reason that may apply to the voter.</li> </ul> <p>Follow basic procedures under Problem # 12a for issuing a Provisional ballot, <b>except:</b></p> <ul style="list-style-type: none"> <li>• Check <b>Box #4</b> on the back of the green envelope as the reason the voter is voting a provisional ballot. (Other reasons may also apply.)</li> <li>• Give the voter the Provisional Voter Notice (HAVA-5 form), checking reason #3 and any other appropriate reasons.</li> <li>• Do <b>not</b> offer this provisional voter a new voter registration form unless needed for another reason (moved, changed name, etc.).</li> <li>• After the polls close, all provisional ballots with <b>Box #3</b> checked on the envelope must be separated from other provisional ballots and placed in <b>Envelope #1B</b>. Include <b>all</b> ballots with <b>Box #3</b> checked, even if more than one reason is checked, and all "after hours" Log pages.</li> </ul> <p>If <b>ballot supplies</b> 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 process if so authorized.</p>



PB = Pollbook  
 AOE = Affirmation of Eligibility  
 VRA = Voter Registration Application

