

What to do when...

A complete guide for helping
voters with exceptional situations

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1

Voter does not have acceptable photo ID or you are unsure you can accept the provided ID.

Is not having photo ID the only reason the voter must vote a provisional ballot?

- If yes, go to problem 14b and have them vote a provisional ballot.
- If no, go to problem 14a and have them vote a provisional ballot.

Voter Identification List:

IDs listed below are valid if they appear genuine and show a photo of the voter.

If ID has an expiration date, it cannot have been expired for more than one year.

- Valid Virginia driver's license or Virginia DMV-issued ID.
- Valid United States passport or passport card.
- Any other valid photo ID issued by a government agency of the Commonwealth, one of its political subdivisions, or the United States.
- Valid student photo ID issued by any public or private high school or institution of higher education located in Virginia. Chief should have a list of qualified colleges and universities.
- Valid employee photo ID issued in ordinary course of business.
- Tribal ID issued by one of the 11 recognized tribes in Virginia, [§8.01-385, 51.1-700]:
 - Cheroenhaka (Nottoway)
 - Chickahominy
 - Eastern Chickahominy
 - Mattaponi
 - Monacan
 - Nansemond
 - Nottoway of Virginia
 - Pamunkey
 - Patawomeck
 - Rappahannock
 - Upper Mattaponi



Never turn a voter away because of lack of ID. If you are unsure whether a voter has presented an acceptable ID, call the General Registrar.

2

Name on photo ID does not match name in pollbook.

1. Allow voter to vote if the name on the voter's photo ID is:
 - similar to the name in the pollbook; and/or
 - lists a maiden name, nickname, or initials instead of the full name.



If you believe the person on the ID is not the voter, use the Affirmation of Eligibility to challenge the voter.

1. Officer fills out and initials Section A on the Affirmation of Eligibility and checks Box C.
2. Officer (or other Challenger) fills out and signs the Statement of Challenger using Reason #7.
3. Voter fills out and signs Section B – Affirmation of Voter.
4. Officer makes sure voter signs Section B.
5. Officer checks voter into the pollbook and indicates in the pollbook that a statement was signed.
6. Officer places completed documents in Maroon Bag #8.
7. Voter casts ballot as normal in precinct.



If challenged voter will not sign the Affirmation of Eligibility, they cannot vote. Go to problem 14a and follow the provisional instructions using Reason #6.

§24.2-643 (C)

3

Voter provides address (orally or in writing) that does not match address in pollbook.

1. Refer to “Moving Conditions” Chart on Page 7 and/or Problems 5-8.



The address the voter provides orally or in writing must match the address in the pollbook, but it does NOT have to match the address on the photo ID.

- ➡ If an address on a photo ID does not match the address on the pollbook, it does not make the ID unacceptable for proving voter identity.
- ➡ Some acceptable forms of photo ID do not have an address.
- ➡ If you are uncertain, call the General Registrar.

Use Affirmation of Eligibility form ELECT-651
§ 24.2-428.2, §24.2-651

4

Voter is marked “Inactive”

Has voter moved?

- If yes, go to problems 5-8
 - If no, you must challenge the voter using the Affirmation of Eligibility Form.
1. Officer fills out and initials Section A on the Affirmation of Eligibility form and checks Box A. *Disregard Statement of Challenger.*
 2. Voter fills out and signs Section B –Affirmation of Voter.
 3. Officer makes sure voter signs Section B.
 4. Enter the Chief’s password.
 5. Officer places completed documents in Maroon Bag #8.
 6. Voter casts ballot as normal in precinct.

➡ Why does this happen?

Voter was sent an address confirmation notice and the Elections Office did not receive a response. The confirmation notice was sent because:

- There was a possible address change OR
- Previous mailings from the Election Office were returned as undeliverable.

**Use this “Moving Conditions” chart when a voter has moved.
Ask the voter:**

Question #1: Where did you move?

Question #2: When did you move?

<p>Where did voter move? → ----- When did voter move? ↓</p>	<p>Within precinct</p>	<p>Within county/city</p>	<p>To a different county/city still within Virginia</p>	<p>Outside of Virginia</p>
<p>After November 5, 2019</p>	<p>See problem 5: Voter can vote.</p>	<p>See problem 6: Voter can vote in precinct where registered.</p>	<p>See problem 7: Voter can vote in precinct where registered.</p>	<p>See problem 8b for presidential elections; see problem 8a for non-presidential elections.</p>
<p>Between November 9, 2016 and November 5, 2019</p>	<p>See problem 5: Voter can vote.</p>	<p>See problem 6: Voter can vote in precinct where registered with Affirmation of Eligibility.</p>	<p>See problem 7: Voter may vote a provisional ballot in precinct where they live.</p>	<p>See problem 8a for presidential elections; see problem 8a for non-presidential elections.</p>
<p>Before November 9, 2016</p>	<p>See problem 5: Voter can vote.</p>	<p>See problem 6: Voter may vote provisionally in precinct where they live.</p>	<p>See problem 7: Voter may vote a provisional ballot in precinct where they live.</p>	<p>See problem 8a for presidential elections; see problem 8a for non-presidential elections.</p>

5

Voter moved within the same precinct.



Voter might be marked 'inactive'

1. Officer asks voter to complete and sign a Voter Registration application.
2. Officer checks voter into the pollbook as normal.
3. Officer places completed documents in Maroon Bag #8.
4. Voter casts ballot as normal in the precinct.

§24.2-401

6

Voter moved to a different precinct within the same county/city AND congressional district.



Voter might be marked 'inactive'

Choose which statement describes **when** the voter moved and use the instructions that follow.



Voter moved on or after November 5, 2019.

1. Voter completes and signs a Voter Registration application.
2. Officer checks voter into the pollbook as normal.
3. Voter casts ballot as normal in precinct where still registered.
4. Officer places completed documents in Maroon Bag #8.



Voter moved between November 8, 2016 and Nov. 5, 2019.

1. Officer fills out and initials Section A on the Affirmation of Eligibility form and checks Box C and Box 4.
2. Voter fills out and signs Section B – Affirmation of Voter using their new address.
3. Officer checks voter into the pollbook.
4. Voter casts ballot as normal in precinct where still registered.
5. Officer places completed documents in Maroon Bag #8.

? Voter moved before November 9, 2016.

1. Voter may vote a provisional ballot. See problem 14a, Reason #1 or #2.
2. Voter completes and signs a Voter Registration Application.

§24.2-401

7

Voter moved to a different county/city.



Voter might be marked 'inactive'

Choose which statement describes **when** the voter moved and use the instructions that follow.

? Voter moved on or after November 5, 2019.

1. Voter completes and signs a Voter Registration application.
2. Officer checks voter into the pollbook as normal.
3. Voter casts ballot as normal in precinct where still registered.
4. Officer places completed documents in Maroon Bag #8.

? Voter moved before November 5, 2019.

1. Voter may vote a provisional ballot. See problem 14a, Reason #1 or #2.
2. Voter completes and signs a Voter Registration Application.
3. Officer places completed documents in Maroon Bag #8.

8

Voter moved to another state.

Is this a presidential election?

? If No, go to problem 8a.

? If Yes

- Did the voter move out of state more than 30 days ago? Go to problem 8a.
- Did the voter move out of state less than 30 days ago? Go to problem 8b.

8a:

Voter is no longer eligible to vote in Virginia.

1. Ask voter to fill out a Cancellation Request form (ELECT 427(A))
2. Place Cancellation Request or note in Maroon Bag #8.

If voter insists they are registered and eligible to vote in the precinct, they may vote a provisional ballot. See problem 14a, Reason #1 or #2, or #6.

8b:

Voter may vote a “Presidential-Only” Ballot.

(This is a presidential election AND voter moved out of state less than 30 days ago.)

1. Officer fills out and initials Section A on the Affirmation of Eligibility form and checks Box C and Box 3.
2. Voter fills out and signs Section B – Affirmation of Voter using new address.
3. Officer tells voter that the General Registrar will cancel the voter’s Virginia registration after this election.
4. Officer checks voter into the pollbook.
5. Officer indicates in the pollbook that voter voted a presidential-only ballot.
6. Officer issues a presidential-only ballot.
7. Voter casts presidential-only ballot as normal in the precinct.
8. Officer places completed documents in Maroon Bag #8.

9

Voter marked “Fed Only” in pollbook.



Voter can only vote for federal offices.

1. Check voter into the pollbook.
2. Give voter a Federal Only ballot.

9a

Voter marked “Fed Only” and absentee in pollbook and they have their absentee ballot.

Go to problem 19 and follow instructions.

9b

Voter marked “Fed Only” and absentee in pollbook and they DO NOT have their absentee ballot.

Go to problem 20 and follow instructions.

§24.2-652

10

Voter’s name is not in the pollbook.

1. Check for correct spelling or a recent name change.
2. Check if voter is in the right polling place. Ask voter for their:
 - address;
 - when/where they registered to vote; and
 - when/where they last voted.

3. Collect any documentation or registration receipts provided by the voter and put them in Maroon Bag #8.
4. Call the General Registrar. The GR will either:
 - instruct you to add a voter's name to the pollbook;
 - tell you the person can vote a provisional ballot. (See problem 14a); or
 - let you know if voter is registered and eligible to vote in another precinct.



If General Registrar is unavailable or unable to confirm qualifications, voter may vote a provisional ballot. See problem 14a, using Reason #1 or #2.



Overseas and Military voters (or voters who have recently separated from the military) as well as spouses and dependents may be able to register today, § 24.2-420.1. Call the General Registrar.



Only the General Registrar can authorize adding a voter to the pollbook. The General Registrar will give you instructions if that is necessary.

§24.2-651

11

Voter is challenged.



A qualified voter can challenge another voter. An Election Officer may be required to challenge a voter.

1. Officer fills out and initials Section A of the Affirmation of Eligibility form and checks Box C.
2. Challenger fills out and signs the Statement of Challenger.
3. Challenged voter fills out and signs Section B – Affirmation of Voter.
4. Officer makes sure voter signs Section B.
5. Officer checks voter into the pollbook and indicates in the pollbook that a statement or oath was signed.
6. Voter casts ballot as normal in the precinct.
7. Officer places completed documents in Maroon Bag #8.



If challenged voter will not sign the Affirmation of Eligibility, then they cannot vote normally but can vote a provisional ballot. Go to problem 14a and follow

instructions using Reason #6, Other.



If challenger will not sign the Affirmation of Eligibility, then there is no challenge and the voter, if otherwise qualified, votes in the normal way in the precinct.

§ 24.2-651.1

12

Voter's name marked in pollbook as already voted.

1. Tell voter they can vote a provisional ballot.
2. Go to problem 14a and follow instructions using Reason #5.

§24.2-653

Provisional Reason Codes

Voter's name is NOT on pollbook and voter:	1	is a resident of the precinct, or has been since the November general election last year.	Complete VRA
	2	has been a resident of the precinct for the last two federal elections, is now a resident of the county or city, and current residence is in the same congressional district as this precinct.	Complete VRA
Voter's name IS on pollbook and voter:	3	is voting after normal poll closing time due to court order.	
	4	applied for an absentee ballot, but does not have the ballot with them.	
	5	is shown in the pollbook as already having voted.	
	6	Other. (any reason not captured in the other codes)	Complete VRA if voter is not on the pollbook or the address needs to be updated.
	No ID	voter did not show required ID.	

14a

Voter must vote a provisional ballot.

Voter is voting a provisional ballot for Reasons #1 – #6.

If the only reason for voting a provisional ballot is because of ID, go to 14b.

1. Voter who is not on the pollbook or whose address needs to be updated, fills out a Voter Registration application.
2. Voter fills out and signs the statement on the front of the green provisional vote envelope.
3. Officer signs front of envelope and marks reason for casting a provisional ballot on back of the envelope.
4. Officer asks voter for photo ID. If voter does not have ID, check box on the back of the envelope that reads, 'No ID: voter also did not show ID.'
5. Officer gets a ballot from the ballot officer.
6. Ballot Officer marks on the Ballot Record Report that a provisional ballot was used.
7. Voter votes a ballot and seals ballot in the provisional ballot envelope.
8. Officer copies the information from the green provisional envelope onto Provisional Ballot log.
9. Officer places the envelope in provisional ballot box.
10. Officer gives voter the green Provisional Voter Notice(s).
11. Officer checks voter in as a provisional voter or otherwise indicates in the pollbook that voter voted a provisional ballot.



Provisional ballots must be cast in the precinct where the voter is qualified to vote—this usually means the provisional ballot will be cast in the precinct where the voter currently lives.



Absentee voters or voters shown as already having voted who must vote a provisional ballot need not fill out a Voter Registration Application, unless required for another reason.

14b

Voter must vote a provisional ballot because they did not show photo ID.

For all other reasons, see 14a.

1. Voter fills out and signs the statement on the front of the lime green provisional ballot envelope.
2. Officer signs the front of the envelope.
3. Officer gets a ballot from the ballot officer.
4. Ballot Officer marks on the Ballot Record Report that a provisional ballot was used.
5. Voter votes a ballot and seals ballot in the lime green provisional ballot envelope.
6. Officer copies the information from the provisional envelope onto Provisional Ballot log.
7. Officer places the envelope in the provisional ballot box.
8. Officer gives the voter the lime green Provisional Voter Notice.
9. Officer checks the voter in as a provisional voter or otherwise indicates in the pollbook that the voter voted a provisional ballot.



Information from both types of provisional envelopes are recorded on the same provisional log sheet.



If there is a dual-party primary, there will be separate log sheets for each primary.

15

Voter asks for help voting.

1. Officer explains the purpose of the Request for Assistance form to the voter and assistant.
2. Officer helps the voter determine who the assistant will be. Use the criteria on the Request for Assistance form.
3. Voter signs 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. Assistant fills out and signs Section B – Agreement of Assistant.
5. Officer checks in voter as normal.
6. Officer indicates in the pollbook that assistance was given.
7. Officer shows the voter and assistant to the voting booth.
8. Voter or assistant places the ballot in the scanner or ballot box.
9. Officer places completed documents in Maroon Bag #8.



If appropriate, let voters know they have the option to mark their ballot using an electronic ballot marking device with an audio ballot and/or larger text.



If the assistant chosen by the voter is age 15 or younger, neither the voter nor the assistant is required to complete the form.

16

Voter asks an Election Officer to translate the ballot.

The following can translate a ballot and instructions for a voter:

- An Election Officer. Follow the instructions below.

- A volunteer including third party volunteers. See Problem 15.
- A person designated by the voter. See Problem 15.



One representative interpreter for each party or candidate is allowed to observe.

1. Officer explains the purpose of the Request for Assistance form to the voter and assistant.
2. Voter fills out and signs Section A – Request of Voter.
3. Election Officer-Translator fills out and signs Section C – Voter Asks Officer to Translate Ballot.
4. If Election Officer-Translator will be assisting the voter in the booth, they must also complete and sign Section B – Agreement of Assistant.
5. Officer checks voter in as normal and indicates they used an assistance form.
6. Officer shows voter to the voting booth (and assistant, if requested).
7. Voter or assistant places the ballot in the scanner or ballot box.



If the assistant chosen by the voter is age 15 or younger, neither the voter nor the assistant is required to complete the form.

Use Request for Assistance form ELECT-649.
§ 24.2-649

17

Voter is blind or low vision and asks for assistance.



Let voters know they have the option to mark their ballot independently using an electronic ballot marking device with an audio ballot and/or larger text.



If voter chooses to use the electronic ballot marking device, an assistant may help but is not required. If an assistant is used:

1. Officer explains the purpose of the Request for Assistance form to the voter and assistant.
2. Officer helps the voter determine who the assistant will be. Use the criteria for blind voters on the Request for Assistance form.



Voters who are blind do not have to sign this form, but they must show ID.

1. Officer writes 'blind voter' on the signature line in Section A – Request of Voter and prints voter's name on the line below the signature.
2. Assistant completes and signs Section B – Agreement of Assistant.
3. Officer checks in voter as normal.
4. Officer indicates in the pollbook that assistance was given.
5. Officer shows the voter and assistant to the voting booth.
6. Voter or assistant places the ballot in the scanner or ballot box.
7. Officer places completed documents in Maroon Bag #8.

If Election Officer is explaining how the electronic ballot marking device works, but will not be assisting voter with the ballot itself, no Request for Assistance form is needed.

§ 24.2-638, § 24.2-649

18

Voter asks to vote outside of the polling place.

Voters may vote outside and within 150 feet of the entrance to the polling place if they are:

- 65 or older; OR,
 - Physically disabled.
1. Check voter into the pollbook as normal (including a review of photo ID).
 2. Indicate in the pollbook that this is an Outside the Polls (OP) voter.
 3. Two Election Officers from different political parties bring the Request for Assistance form, pen, privacy envelope, and ballot to the voter.
 4. Officer will place the voted ballot in the scanner or ballot box.



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 voter asks for help voting, go to problem 15.

19

Absentee voter comes to polling place WITH their absentee ballot.

1. Officer makes sure that voter is marked as having been issued an absentee ballot. If not, go to 14a using Reason #5.
2. Voter places ballot in Orange Envelope #4.
3. Officer checks voter into pollbook and has them cast vote as normal.
Checking in this voter will require the Chief's password to override the AB symbol and complete the check-in process.
4. Ballot officer indicates on the Ballot Record Report that an **absentee** ballot has been returned and spoiled.

§ 24.2-653; § 24.2-707; § 24.2-708

20

Absentee voter comes to polling place WITHOUT their absentee ballot

1. If voter says they did not vote, go to problem 14a using Reason #5.

§ 24.2-653

21

Court orders polls to stay open past 7 p.m.

Voters who arrive at the polling place after 7 p.m. will vote a provisional ballot.



Let all voters who arrive BEFORE 7 p.m. finish voting before you begin issuing Provisional ballots to those who arrive after 7 p.m.



All provisional ballots issued using Reason #3 must be separated from other provisional ballots and placed in Envelope #1B

22

You run low on ballots or provisional ballot envelopes.

If you run low on ballot supplies:

1. Chief Officer will 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, create an envelope on plain paper:

1. Copy the front and back of an unused provisional envelope 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. Use problem 14a for provisional ballot instructions.
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 voter’s information visible.

23

Voting equipment has malfunctioned.

23a

Electronic Pollbooks

1. Contact the General Registrar and follow their instructions.

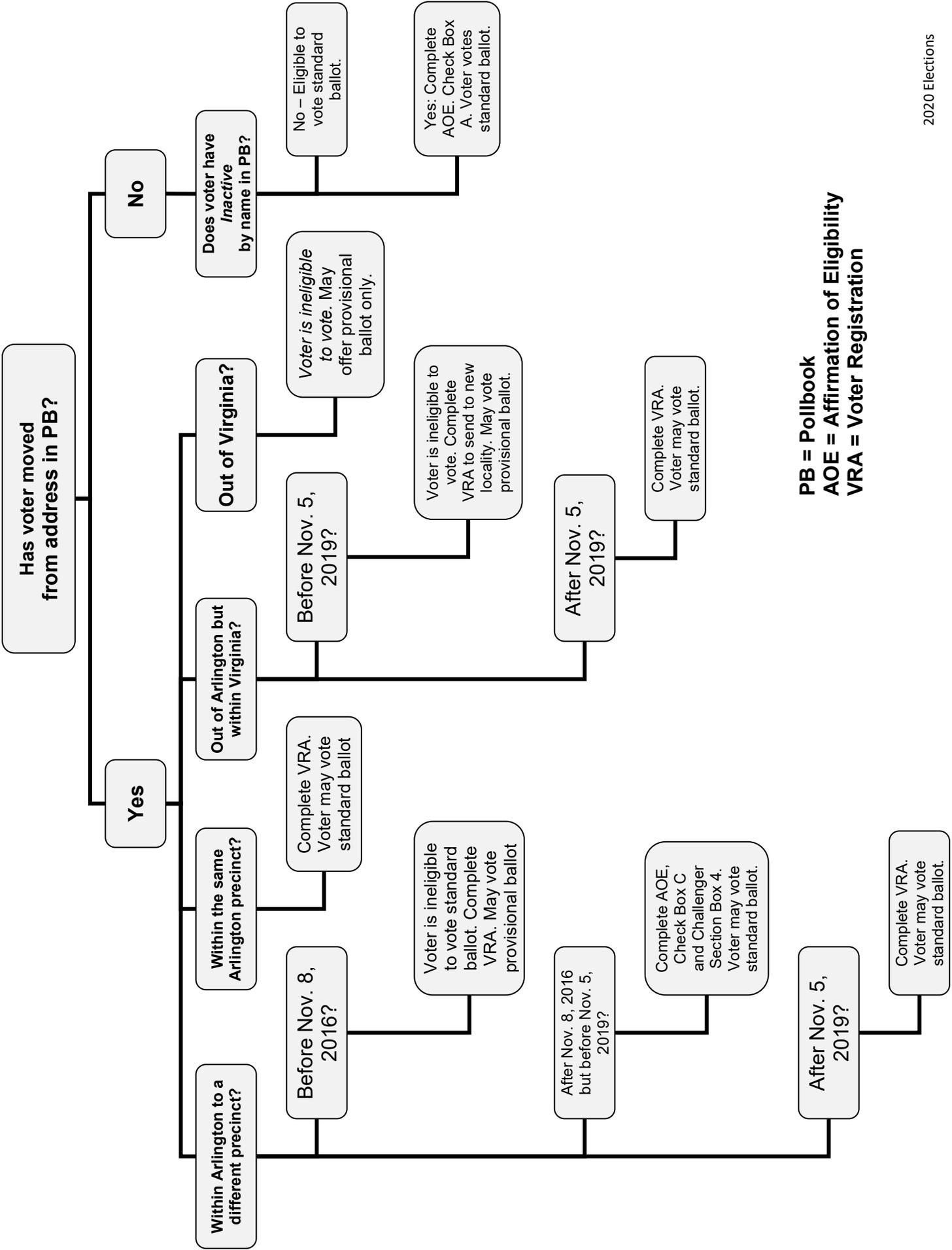
If you do not have back-up paper pollbooks:

1. Have all voters vote a provisional ballot. Go to problem 14a using Reason #6 - Other.
2. Write ‘pollbook malfunction’ on the provisional ballot envelope.

23b

Tabulation Machine - Scanner

1. Contact the General Registrar and follow their instructions.
2. Continue normal check-in procedures allowing voters to vote.
3. Place the uncounted ballots in a secure container or compartment.
4. Count the ballots after the polls close.
 - a. If you have a working scanner, run each of the uncounted ballots through the scanner.
 - b. If you do not have a working scanner, count the ballots manually.



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