

# What to do when...

A complete guide for helping  
voters with exceptional situations

## Identification

Problems 1-3

## Address Changes

Problems 4-8

## Pollbook

Problems 9-13

## Provisional

Problem 14

## Accessibility

Problems 15-18

## Absentee

Problems 19-20

## Extension of Polling Hours

Problem 21

## Voting

## Malfunctions

Problems 22-23

# Table of Contents

<b>Abbreviations .....</b>	<b>4</b>
----------------------------	----------

## **Identification (ID)**

Acceptable ID List .....	5
1. Voter does not have acceptable ID or you are unsure if you can accept the provided ID .....	6
2. Name on ID does not match name in pollbook .....	7
3. Voter provides address (orally or in writing) that does not match address in pollbook .....	8

## **Address Changes**

4. There is a <b>P</b> next to voter's name or pollbook says "Inactive" OR "Marked for confirmation" .....	9
Moving Conditions Chart .....	10
5. Voter moved within the same precinct .....	11
6. Voter moved to a different precinct within the same county/city AND congressional district.....	12
7. Voter moved to a different county/city OR different congressional district within the same county/city .....	13
8. Voter moved to another state .....	14

## **Pollbook**

9. Voter marked with the federal symbol <b>F</b> in pollbook.....	15
10. Voter's name is not in pollbook.....	16
11. Voter is challenged .....	17
12. Voter's name marked in pollbook as already voted.....	18
Voter changes mind about primary (in dual-primary) .....	18
13. There is an <b>A</b> symbol in the pollbook on the voter's record .....	19

**Provisional**

Provisional Reason Codes Chart .....	20
14. Voter must vote a provisional ballot	
(a) Regular Provisional.....	21
(b) No ID-Provisional.....	22

**Accessibility**

15. Voter asks for help voting.....	23
16. Voter asks election officer to translate the ballot.....	24
17. Voter is blind or low vision and asks for assistance .....	25
18. Voter asks to vote outside of the polling place .....	26

**Absentee**

19. Absentee voter comes to polling place WITH their absentee ballot .....	27
20. Absentee voter comes to polling place WITHOUT their absentee ballot ....	28






**Extension of Polling Hours**

21. Court orders polls to stay open past 7 p.m. ....	30
--	----

**Voting Malfunctions**

22. You run low on ballots or provisional ballot envelopes .....	31
23. Voting Equipment has malfunctioned	
(a) Electronic Pollbooks .....	32
(b) Scanner .....	32

# Abbreviations

AB	Absentee Ballot
AB Report	List of voters who have absentee voted or applied for an absentee ballot
CAP	Central Absentee Precinct
EPB	Electronic Pollbook
ID	Identification
OP	Outside Polls
S	Voter has completed a required statement including the <i>Affirmation of Eligibility</i> and <i>Virginia Registration Application</i> .
SOR	Statement of Results
VRA	Voter Registration Application
24.2	Title of the Code of Virginia, also known as the Virginia Election Laws.
	Voter may have moved and must confirm their current residential address. Voter may also be listed as “inactive” or “marked for address confirmation.”
	Federal Only – overseas voter eligible to vote for federal offices only.
	Voter has yet to provide their social security number and it is required.
	<b>The answer to this question determines which way to proceed.</b>
	Indicates additional information.

## Acceptable ID List

### Voter Identification List:

- Voter registration confirmation documents.
- Virginia driver's license or Virginia DMV-issued ID (regardless of expiration date).
- Valid United States passport or passport card.
- Any other valid ID issued by a government agency of the Commonwealth, one of its political subdivisions, or the United States government.
- Valid student 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 student ID containing a photograph issued by an institution of higher education located in any other state or territory of the United States.
- Valid employee ID containing a photograph issued in ordinary course of business.
- Copy of a current utility bill, bank statement, government paycheck, or paycheck.
- Any other government document containing the name and address of the voter.
- 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

# 1

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

If the voter does not have an acceptable form of ID, the voter may sign an ID Confirmation Statement. Officer should check voter into the pollbook and indicate in the pollbook that a statement was signed (“Voter Signed Oath” flag on Poll Pad).

If the voter does not have an acceptable form of ID and does not complete or sign the statement, the voter may vote a provisional ballot.

Is not having ID or signing an ID statement the only reason the voter must vote a provisional ballot?

- If this is the only reason the voter must vote a provisional ballot, go to problem 14b and have them vote a provisional ballot.
- If this is NOT the only reason the voter must vote a provisional ballot, go to problem 14a and have them vote a provisional ballot.



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.

## **Help America Vote Act**

If the voter is required by the Help America Vote Act (52 U.S.C. § 21083(b)) to show identification the first time they vote in a federal election, the voter must present one of the following:

- A current and valid photo identification.
- A copy of a current utility bill, bank statement, government paycheck, paycheck, or other government document containing the name and address of the voter.

If the voter does not have an acceptable form of ID, go to problem 14a and have them vote a provisional ballot. An ID Confirmation Statement is not acceptable in these circumstances.

Use Affirmation of Eligibility form ELECT – 651  
§24.2-643

## 2

### **Name on ID does not match name in pollbook.**

1. Allow voter to vote if the name on the voter's ID is:
  - similar to the name in the pollbook; and/or
  - lists a maiden name, nickname, or initials instead of the full name.
2. Ask voter to complete and sign a Voter Registration application.
3. Officer places completed documents in Envelope #8.



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 ("Voter Signed Oath" flag on Poll Pad).
6. Officer places completed documents in Envelope #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.

# 3

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

Does the address the voter provides orally or in writing match the address in pollbook?

- If yes, check the voter in normally.
- If no, go to problems 4-8.



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 ID.



If an address on an ID does not match the address on the pollbook, it does not make the ID unacceptable for proving voter identity.



Some acceptable forms of 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

**There is a  next to voter's name or pollbook says "Inactive" or "Marked for address confirmation."**

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. Officer checks voter into the pollbook and indicates in the pollbook that a statement was signed ("Voter Signed Oath" flag on Poll Pad). Depending on how your pollbooks are set up, you might need to enter the Chief's password.
5. Officer places completed documents in Envelope #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?

<b>How far did voter move?</b> <b>→</b> ----- <b>When did voter move?</b> <b>↓</b>	<b>Within precinct</b>	<b>Within county/city AND congressional district (but not the same precinct).</b>	<b>To a different county/city OR congressional district (still within Virginia)</b>	<b>Outside of Virginia</b>
<b>On or After November 3, 2021</b>	See problem 5: Voter can vote.	See problem 6: Voter can vote in precinct where registered.	See problem 7: Voter can vote in precinct where registered.	See problem 8b for presidential elections; see problem 8a for non-presidential elections.
<b>From November 7, 2018 to November 2, 2021</b>	See problem 5: Voter can vote.	See problem 6: Voter can vote in precinct where registered with Affirmation of Eligibility.	See problem 7: Voter may vote a provisional ballot in precinct where they live.	See problem 8a for presidential elections; see problem 8a for non-presidential elections.
<b>On or Before November 6, 2018</b>	See problem 5: Voter can vote.	See problem 6: Voter may vote provisionally in precinct where they live.	See problem 7: Voter may vote a provisional ballot in precinct where they live.	See problem 8a for presidential elections; see problem 8a for non-presidential elections.

§24.2-401

# 5

## Voter moved within the same precinct.



There may be a **?** next to voter's name or the pollbook says 'inactive' or 'marked for address confirmation.'

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 Envelope #8.
4. Voter casts ballot as normal in the precinct.



**Do not** enter voter's new address in pollbook.

## Town Elections Only

A voter who moved out of town **cannot** vote in the town election but may be eligible to vote in non-town elections § 24.2-101; *Qualified voter in a town.*

§24.2-401

# 6

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



There may be a **?** next to voter's name or the pollbook says 'inactive' or 'marked for address confirmation.'

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



### **? Voter moved on or after November 3, 2021.**

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 Envelope #8.



### **? Voter moved on or after November 7, 2018 to November 2, 2021.**

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 and indicates in the pollbook that a statement or oath was signed ("Voter Signed Oath" flag on Poll Pad).
4. Voter casts ballot as normal in precinct where still registered.
5. Officer places completed documents in Envelope #8.



### **? Voter moved on or before November 6, 2018.**

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



**Do not** enter voter's new address in pollbook.

## Town Elections Only

A voter who moved out of town **cannot** vote in the town election but may be eligible to vote in non-town elections. § 24.2-101; *Qualified voter in a town.*

# 7

## **Voter moved to a different county/city OR a different congressional district within the same county/city.**



There may be a **?** next to voter's name or the pollbook says 'inactive' or 'marked for address confirmation.'



Some counties/cities have more than one congressional district. If you do not have a street file map, call the General Registrar.

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



### **? Voter moved on or after November 3, 2021.**

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 Envelope #8.



### **? Voter moved before November 3, 2021.**

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 Envelope #8.



**Do not** enter voter's new address in pollbook.



If voter moved to a new precinct within the same county/city AND congressional district go to Problem 6.

## **Town Elections Only**

A voter who moved out of town **cannot** vote in the town election but may be eligible to vote in non-town elections. § 24.2-101; *Qualified voter in a town.*

# 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)) or write and sign a note that:
  - states they have moved out of state;
  - asks to cancel their Virginia voter registration; and
  - includes their name, date of birth, and new address, (SSN optional).

2. Place Cancellation Request or note in Envelope #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 and indicates in the pollbook that a statement was signed (“Voter Signed Oath” flag on Poll Pad).
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 Envelope #8.

§ 24.2-420.1, § 24.2-453, , § 24.2-653.1, § 24.2-708, § 24.2-711, §24.2-712

## 9

### **Voter marked with federal symbol in pollbook.**



Symbol may be in the voter's details, message box, or ballot style.



Voter can only vote for federal offices.

1. Verify the voter was not issued an absentee ballot. If issued, see 9a and 9b.
2. Check voter into the pollbook.
3. Verify voter has a 'Federal Only' flag or prompt in the pollbook.
4. Give voter a Federal Only ballot.

#### **9a**

**Voter marked with federal  and absentee symbols  in pollbook and they have their absentee ballot.**

Go to problem 19 and follow instructions.

#### **9b**

**Voter marked with federal  and absentee symbols  in pollbook and they DO NOT have their absentee ballot.**

Go to problem 20 and follow instructions.

Use Affirmation of Eligibility form ELECT-651  
§24.2-652

# 10

## **Voter's name is not in the pollbook.**



Make sure to look:

- in the pollbook;
- at the end of the alphabetical section in the pollbook; and
- in any other listings provided by the General Registrar.

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 Envelope #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.



Use Affirmation of Eligibility form ELECT-651  
§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 (“Voter Signed Oath” flag on Poll Pad).
6. Voter casts ballot as normal in the precinct.
7. Officer places completed documents in Envelope #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.

# 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.



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

## **Voter changes mind about which primary ballot they want to vote.**

If voter has NOT yet scanned their ballot, they may switch ballots and vote in the other political party's primary election:

For electronic pollbooks (EPBs), use your EPB instructions to:

1. look up the voter;
2. undo check-in and
3. re-check the voter in for the correct primary or leave unchecked if there is only one political party's primary election taking place.

The pollbook officer will likely need the Chief Officer to enter the Chief's password to complete the check-in process.



If voter has already been issued a ballot, you will first need to spoil the ballot and place it in the spoiled ballot envelope.



After the polls close, the number of names stricken from a primary election's pollbook because the voter changed their mind or was given the wrong ballot must be entered on that Primary's Statement of Results in the EXPLANATION OF DISCREPANCY section.



For paper pollbooks, call the Office of Elections for help.

Constitution of Virginia Art. II, § 2; § 24.2-418; § 24.2-643(D)

# 13

**There is an  symbol in the pollbook on the voter's record.**



On the EPB, the  symbol may be in the voter's details or in the message box. On paper pollbooks, the  symbol appears left of the voter's name.

This is very rare.

1. Voter fills out a Voter Registration application.
2. Officer writes 'SSN update' next to or above the social security number on the form.
3. Do not enter the social security number in the pollbook.
4. Do not ask voter to say their social security number aloud.



What does this mean?

The Election Office does not have this voter's social security number and it is required.

## Provisional Reason Codes

Voter's name is NOT on pollbook and voter:	1	<b>is a resident</b> of the precinct, or has been since the November general election last year.	Complete Voter Registration Application
	2	<b>has been a resident</b> 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 Voter Registration Application
Voter's name IS on pollbook and voter:	3	<b>is voting after normal poll closing time</b> due to court order.	
	4	<b>applied for an absentee ballot, but does not have the ballot with them.</b>	
	5	<b>is shown in the pollbook as already having voted.</b>	
	6	<b>Other.</b> (any reason not captured in the other codes)	Complete Voter Registration Application if voter is not on the pollbook or the address needs to be updated.
	No ID	<b>did not show required ID and did not sign a statement swearing to their identity.</b>	

# 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 small green provisional 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 ID. If voter does not have acceptable 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. Voter votes a ballot and seals ballot in the small green provisional envelope.
7. Officer copies the information from the small green provisional envelope onto Provisional Ballot log.
8. Officer places the small green provisional envelope in the large green **Envelope #1A**.
9. Officer gives voter the green Provisional Voter Notice(s).
10. Do NOT check the voter in as a provisional voter on the Poll Pad.



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.

§24.2-653

# 14b

## **Voter must vote a provisional ballot because they did not show ID and did not sign an ID Confirmation Statement.**

### **For all other reasons, see 14a.**

1. Voter fills out and signs the statement on the front of the green provisional ballot envelope.
2. Officer signs the front of the envelope.
3. Officer gets a ballot from the ballot officer.
4. Voter votes a ballot and seals ballot in the green provisional ballot envelope.
5. Officer copies the information from the provisional envelope onto Provisional Ballot log.
6. Officer places the envelope in the provisional ballot box.
7. Officer gives the voter the lime green Provisional Voter Notice.
8. Do NOT check the voter in as a provisional voter on the Poll Pad.



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.

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

# 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 ("Assistance Required" flag on Poll Pad).
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 Envelope #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.

Use Request for Assistance form ELECT-649.  
§ 24.2-649(C)

# 16

## **Voter asks an Election Officer to translate the ballot.**

Who is allowed to 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 (“Assistance Required” flag on Poll Pad).
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 ("Assistance Required" flag on Poll Pad).
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 Envelope #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.

If practicable, two officers from different political parties should serve each outside the polls voter. Refer to the Curbside Voting Officers function description for more detailed instructions:

1. **TWO** officers go outside with a Poll Pad, a ballot in a privacy folder, a pen, and a clipboard. Also take a Request for Assistance form in case the voter requires assistance.
2. Review the voter's ID and ask for their full legal name and current residential address as you would with any voter.
3. Check in the voter. Indicate in the pollbook that this is an outside the polls voter ("Curbside" flag on Poll Pad).
4. Give the voter privacy to mark their ballot.
5. Both officers take the ballot (in the privacy folder) to the voting machine and cast the ballot.
6. **ONE** officer should return outside and tell the voter that their ballot has been successfully cast.



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.

§ 24.2-708; § 24.2-709

# 19

## Absentee voter comes to polling place WITH their absentee ballot.

Each polling place has an absentee ballot drop box. Inform voter that they have the option of depositing their absentee ballot in the drop box. Otherwise, they may surrender their absentee ballot and vote normally following the instructions below.

1. Officer makes sure that voter's name in the pollbook OR Final Absentee List shows status as "Issued" or "Unmarked." If not, go to 20b.
2. Officer notes on the absentee voter applicant list, opposite the name of the person returning the ballot, the fact that the ballot was returned unused and the date of the return.
3. Voter removes ballot from envelope and writes "**ABSENTEE SURRENDERED**" 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.
4. Voter returns the ballot and any other related materials to the envelope or attaches them together.
5. Officer places the spoiled ballot pkg. in Envelope #4.
6. Officer checks voter into pollbook and has them cast vote as normal. Chief may need to enter an override on the Poll Pad.

Checking in this voter may require the Chief's password to override the AB symbol and complete the check-in process.



On paper pollbooks, draw line through 'AB' next to voter's name and assign the next pollbook count number.



Voters marked with a federal symbol **F** in pollbook may vote a ballot for federal offices only. A ballot issued to this voter must be a federal-only ballot.

§ 24.2-653; § 24.2-707; § 24.2-708

## 20

### **Absentee voter comes to polling place WITHOUT their absentee ballot.**

#### **20a**

**ON ELECTION DAY: Voter's name in the pollbook OR Final Absentee List shows status as "Issued" or "Unmarked." If not, go to 20c.**

Call the Election Office to ask if voter returned an unmarked ballot.

1. If the General Registrar tells you that voter returned an unmarked ballot, have voter cast vote as normal.
2. If the General Registrar tells you that voter did not return their ballot or you cannot reach the Election Office, have voter vote a provisional ballot. Go to problem 14a using Reason #4.

#### **20b**

**DURING EARLY VOTING: Voter's name in the pollbook OR Final Absentee List shows status as "Issued" or "Unmarked." If not, go to 20c.**

Call the Election Office to ask if voter returned an unmarked ballot.

1. If the General Registrar tells you that voter returned an unmarked ballot, have voter cast vote as normal.
2. If the General Registrar tells you that voter did not return their ballot or you cannot reach the Election Office, the voter may complete a "Statement of Voter to be Used when Absentee Ballot Not Received or Lost" form if they lost or did not receive their ballot. If the voter signs and completes this form, they are able to vote a replacement ballot.
3. If the voter does not wish to sign the form, have the voter vote a provisional ballot. Go to problem 14a using Reason #4



Voters marked with a federal symbol **F** in pollbook, may vote a ballot for federal offices only. A provisional ballot issued to this voter must be a federal-only ballot.



Voter does not have to fill out Voter Registration Application, unless needed for another reason.

**20c**

**Voter's name in the pollbook OR Final Absentee List shows status as "Marked" or "On Machine."**

1. If voter's record says 'marked' or 'on machine' (instead of "issued") voter has already voted and cannot vote again.
2. If voter says they did not vote, go to problem 14a using Reason #5.

# 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.

1. Locate a new Provisional Ballot Log for each check-in line.
2. Check voters into pollbook as provisional.



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

3. Record each voter's information onto Provisional Ballot Log using Reason #3.
4. Go to problem 14a and follow instructions for issuing a provisional ballot using Reason #3.



Voter does not have to fill out Voter Registration Application, unless needed for another reason.



All provisional ballots issued using Reason #3 (and their log pages) must be separated from other provisional ballots and placed in Envelope #1B

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

# 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.
2. Use provided paper copies of pollbooks.

### 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.