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**QUICK REFERENCE TO PROBLEMS**


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**Problem / Explanation / Action to Take**

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

**Identification** (See page 2 for ID requirements)

1. Identification requirements
2. Voter has no acceptable ID

**Address or Name Change**

3. Voter's name marked with "?" but voter did not move
4. Voter moved within same precinct, or voter changed name only
5. Voter moved within VA before this election day and after Nov. 6, 2012
6. Voter moved within VA after Nov. 2, 2010 and before Nov. 6, 2012
7. Voter moved to another state

**Pollbook**

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

**Accessibility**

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

**Other**

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

**Absentee**

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

**Extension of Poll Hours**

20. Poll hours extended by court order

**Abbreviations & Notations**

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

**Explanation of Symbols by Voter's Name** (on EPB may be shown on list, in voter's details or otherwise):

**?** Voter must complete form before voting to **verify current residential address**. (EPB may show "inactive" or "address confirmation required")  
Action depends on whether, when and where the voter moved (Problems 3-7).  
Problems 4 -7 also may apply if the voter's name is not marked with "?".

**A** Voter has **assigned number** instead of Social Security Number on voter rolls (Problem 18). This applies to very few voters. **A column of "A's"** (with an occasional "I" on the EPB), indicates "**active**" (vs. "inactive") **status**, not "assigned number."

**H** or **HA** Voter must provide special "**HAVA**" ID required for federal elections; EPB may say "**personal ID required**" (Problems 1 and 2)

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

**On EPB the F may be shown under "ballot style."**

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

# WHAT IF...

Problem	Explanation	Action to Take
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**1. ID Requirements** - In all elections, voters shall be **asked** for identification. The type of identification required varies slightly depending upon the type of voter. See SBE website for comprehensive list.

**Step 1: Determine the type of voter and type of identification required:**

Type of Voter	ID Requirements (See Problem #1 for details and important notes.)  <b>Note:</b> Voter needs only <b>one</b> form of identification.	Procedure if No ID (See Problem #2 for details and important notes.)
Regular Voter	<p><b>One of the following IDs:</b></p> <ul style="list-style-type: none"> <li>• Virginia Voter Registration Card</li> <li>• Social Security card</li> <li>• Valid Virginia Driver's License*</li> <li>• Virginia Concealed Handgun permit</li> <li>• Valid Student ID* issued by an institution of higher education located in Virginia</li> <li>• Valid Employee ID Card*                             <ul style="list-style-type: none"> <li>○ Must have photo</li> <li>○ Must be issued in the ordinary course of business</li> </ul> </li> <li>• ID issued by Government Agency of:                             <ul style="list-style-type: none"> <li>○ The Commonwealth of Virginia (including a public college or University in Virginia), <b>or</b></li> <li>○ One of the Commonwealth's political subdivisions (counties, cities, towns, etc.), <b>or</b></li> <li>○ The United States</li> </ul> </li> <li>• A copy of a current** utility bill, bank statement, government check, or paycheck                             <ul style="list-style-type: none"> <li>○ Must show the name and address of the voter</li> </ul> </li> </ul>	<p><b>New Procedure:</b> Use Provisional Ballot.</p>
HAVA Voter (voter's name marked with "I" on pollbook.)	<p><b>A current and valid* photo identification, or</b></p> <p><b>A copy of one of the following current** documents containing the voter's name <u>and</u> address:</b></p> <ul style="list-style-type: none"> <li>• A utility bill</li> <li>• Bank statement</li> <li>• Paycheck</li> <li>• Government check or other government document (including a Virginia Voter Registration Card)</li> <li>• A document from any federal, state, or local government agency</li> </ul>	<p>Use Provisional Ballot.</p>

*\*Valid – the document is unexpired or expired within the 30 days prior to the election*

*\*\*Current - the document contains a name and address that matches the information within the pollbook*

**Important!**

**Never turn a voter away because of lack of ID.**

## 1. ID Requirements (continued)

**Step 2: For all voters who show ID, compare preprinted ID with information on pollbook.**

Do not record the type of ID examined.

**Do the name and address on the ID match the information in the pollbook?**

- **Note:** The steps below presume that the voter stated his current residence address and name as listed in the pollbook when checking-in and that the officer of election repeated that information in an audible manner. If the voter did not state the residence address and name as listed on the pollbook please see Problems 4 – 7 to determine voter’s eligibility. In addition, voter must still satisfy ID requirements.

**1) If address on ID is not the same as listed on the pollbook:**

- Ask voter where he/she is currently residing.
- If voter has moved or changed name, then see Problems 4 – 7. If voter is eligible to vote or qualifies for a provisional ballot then go to step 2 below to ensure voter meets ID requirements.
- If voter has not moved, go to step 2.
- **Remember:** Some acceptable forms of ID do not include a residence address.

**2) Review steps below to ensure voter has presented an acceptable ID:**

**Action To Take:**

**a. For all voters:** If a photo ID is presented follow instructions to right. →

- Mark off next PBC number and enter PBC number in pollbook
- OR, on **EPB**, check in the voter (PBC increments automatically).
- Have voter cast vote on voting equipment in use in the precinct.

**b. For all voters that present a bank statement, utility bill, government check, or paycheck:**

1. Check to see if document displays residence address in pollbook somewhere on the document. If it does, then follow instructions to the right.
2. If document does not display residence address in pollbook, check pollbook or contact registrar to see if address on document matches mailing address on record for the voter. If registrar or pollbook confirms address on document matches mailing address, then follow instructions to right.
3. If address on document does not match mailing or residence address then voter must provide a different form of acceptable ID or vote provisionally. Go to Problem 2 if voter has to vote provisionally.

**c. For Regular Voters with all other forms of acceptable ID:**

1. Address is not required to match, follow instructions to right.

**d. For HAVA Voters who present non-photo ID:**

1. Any other government document or non-photo ID is treated the same as b. 1-3 above.

Problem	Explanation	Action to Take
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## 2. Voter Has No Acceptable ID

- The Regular Voter has either failed to provide the required ID, or
- a voter marked with an **H** or **HA** has failed to provide the required ID

This voter **shall not** cast a regular ballot, but the voter *must be allowed to cast a Provisional Ballot*.

§ 24.2-653 and 42 USC § 15482 [of the "Help America Vote Act of 2002"].

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

If the answer is **Yes**

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 voter submits a copy of the ID to the Electoral Board by the deadline of noon on the Friday after the election.

► If the answer is **Yes** to lack of ID being the only reason for casting a provisional ballot:

- Ask the voter if he or she is able to easily retrieve the necessary ID
  - If so, alert the voter to the fact that doing so prior to casting a provisional ballot will entitle him or her to cast a Regular Ballot on Election Day.
- Inform the voter that he or she will be required to **submit a copy** of their identification in order for their vote to count if they choose to cast 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 enter a PBC number or any other information on the pollbook for this voter. Do not add voter to pollbook.)
- On the log, mark the box below "ID" for the reason(s) the person is voting a provisional ballot. If HAVA ID is required from the voter, mark an "H" in the box.
- Have person vote and seal ballot in lime green envelope.
- Place sealed lime green envelope in Ballot Box.
- Give the voter the *Provisional Voter Notice – 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.

### Voter Has Moved

The determination of whether a voter can vote in the precinct where the voter is registered and would have been qualified to vote if not for the move (original precinct) after moving depends on:

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

When Did Voter Move?	How far did the voter move?			
	Within Precinct?	Within County/City and Congressional District (but <u>not</u> same precinct)?	Within Virginia (but <u>not</u> same County/City or congressional district)?	To another state? (Voter who moves within 30 days of a <u>presidential election</u> may be eligible for a presidential-only ballot. See #7)
Before this election day and after November 6, 2012?	Yes: Can vote. See # 4.	Yes: Can vote in the precinct where voter is registered and would have been qualified to vote if not for the move. See #5.	Yes: Can vote in the precinct where voter is registered and would have been qualified to vote if not for the move. See #5.	No. See # 7.
Before November 6, 2012 and after November 2, 2010?	Yes: Can vote. See # 4.	Yes: Can vote in the precinct where voter is registered and would have been qualified to vote if not for the move. See #6.	No. See #6.	No. See # 7.
Before November 2, 2010?	Yes: Can vote. See # 4.	No. See #6.	No. See #6.	No. See # 7.

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

#### **Exception: Town Elections**

A voter who moved out of the town may **not** return to vote in the town election but may be eligible to vote in non-town elections held at the same time (see problems 4-7).

# WHAT IF...

Problem	Explanation	Action to Take				
<p><b>3. Voter's name marked with ? but voter did not move</b> (EPB may show "inactive" or "address confirmation required")</p> <p>[If voter's address has changed see Problems 4-7 below]</p>	<p>Voter's name is marked with ? on the pollbook because of failure to respond to a confirmation notice relating to a change of address, or voter may have been flagged by the Registrar to receive a confirmation because of a reported possible address change or returned mail.</p> <p>To be eligible to vote, this voter <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><b>If voter's address has not changed:</b></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>State voter's name and address.</li> <li>Pollbook:</li> </ul> <table border="1" data-bbox="1270 529 2032 646"> <thead> <tr> <th>Paper</th> <th>Electronic</th> </tr> </thead> <tbody> <tr> <td>Mark off the next PBC number. Enter PBC number and "S" (for Statement) in appropriate columns.</td> <td>Check in voter according to equipment instructions.</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Have voter cast vote on voting equipment in use in the precinct.</li> </ul>	Paper	Electronic	Mark off the next PBC number. Enter PBC number and "S" (for Statement) in appropriate columns.	Check in voter according to equipment instructions.
Paper	Electronic					
Mark off the next PBC number. Enter PBC number and "S" (for Statement) in appropriate columns.	Check in voter according to equipment instructions.					
<p><b>4. Voter moved within the same Precinct or Voter changed name only</b></p> <p>[Voter's name may have a ? on pollbook. EPB may show "inactive" or "address confirmation required"]</p>	<p>A voter is permitted to vote if the change of address is within the <b>same</b> precinct.</p> <p>A change of name <b>will not</b> affect the voter's qualification to vote.</p> <p><b>Exception: Town Elections</b> A voter who moved out of the town may <b>not</b> return to vote in the town election but may be eligible to vote in non-town elections held at the same time (see problems 4-7).</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.</li> <li>Pollbook</li> </ul> <table border="1" data-bbox="1270 831 2032 956"> <thead> <tr> <th>Paper</th> <th>Electronic</th> </tr> </thead> <tbody> <tr> <td>Do not write or enter new address. Mark off next PBC counter number and enter PBC number in pollbook.</td> <td>Check in voter according to equipment instructions.</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Have voter cast vote on voting equipment in use in the precinct.</li> </ul>	Paper	Electronic	Do not write or enter new address. Mark off next PBC counter number and enter PBC number in pollbook.	Check in voter according to equipment instructions.
Paper	Electronic					
Do not write or enter new address. Mark off next PBC counter number and enter PBC number in pollbook.	Check in voter according to equipment instructions.					
<p><b>5. Voter moved within Virginia before this election day and after November 6, 2012</b></p> <p>[Voter's name may have a ? on pollbook. EPB may show "inactive" or "address confirmation required"]</p>	<p><b>Question</b> Did voter move <b>within</b> Virginia <b>after</b> November 6, 2012?</p> <p>§ 24.2-401</p> <p><b>Exception: Town Elections</b> A voter who moved out of the town may <b>not</b> return to vote in the town election but may be eligible to vote in non-town elections held at the same time (see problems 4-7). § 24.2-101 § 24.2-651</p>	<p>If answer is <b>yes</b>, voter may vote in the precinct where voter is registered and would have been qualified to vote if not for the move.</p> <ul style="list-style-type: none"> <li>Have voter complete and sign a <i>Voter Registration Application</i>.</li> <li>State voter's name and address.</li> <li>Do <b>not</b> write or enter the new address on the pollbook.</li> <li>Mark off next PBC number and enter PBC number in pollbook</li> <li>OR, on <b>EPB</b>, check in the voter (PBC increments automatically).</li> <li>Have voter cast vote on voting equipment in use in the precinct.</li> </ul> <p>If answer is <b>no</b>, voter might be able to vote. Follow the instructions in problems # 6 and 7.</p>				

Problem	Explanation	Action to Take
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**6. Voter moved after November 2, 2010 and before November 6, 2012**

[Voter's name may have a ? on pollbook. EPB may show "inactive" or "address confirmation required"]

1. Did voter move within the same county or city after November 2, 2010 and before November 6, 2012?
2. Is voter's new address within the same \*Congressional District?

§ 24.2-401

**\*Note:** Some localities have more than one Congressional District. If you do not have a street file map, call the Registrar's office.

**\*Note:** The current Congressional District lines are used for this assessment, not those in effect at the time the voter moved. Congressional district lines searchable by zip code: <http://www.house.gov/>

If answer is **yes to both** questions

If answer is **no to either** question

If answer is **yes to both questions**, voter must be challenged by Officer of Election before voting.

- Have person **complete and sign** a *Voter Registration Application*.
- Use *Affirmation of Eligibility* form.
- Officer challenging must initial and complete Section A and complete the Statement of Challenger (checking Boxes C & 4).
- Have voter read and sign Section B (Affirmation of Voter) and complete form with their name and new address before voting.
- State voter's name and address.
- Do **not** write the new address on the pollbook.
- Mark off the next PBC number. Enter PBC number and "**S**" (for Statement) in appropriate columns in pollbook.
- OR on **EPB**, check in the voter and set voter flag to "**S**" per instructions.
- Have voter cast vote on voting equipment in use in the precinct.

If answer is **no to either** question, person may **not** vote.

- Have person **complete and sign** a *Voter Registration Application* to be eligible to vote in the next election at new precinct.

**Exception: Town Elections**

A voter who moved out of the town may **not** return to vote in the town election but may be eligible to vote in non-town elections held at the same time (see problems 4-7).

§ 24.2-101

§ 24.2-651

**Note:** If any person says he is a registered voter in the precinct and is eligible to vote in the election, he **must** be allowed to cast a provisional ballot. Follow procedures in Problem **#12a** and use reasons #1 or 2 (as appropriate).

Problem	Explanation	Action to Take
<p><b>Presidential Elections</b></p> <p><b>7. Voter moved to another State</b></p>	<p><b>Questions:</b></p> <p>1. Did voter move to another state on or after October 10, 2016?</p> <p>2. Is this a (presidential) election?</p> <p>If <b>yes to both</b>, voter may vote a ballot in the 2012 Presidential Election for Presidential and Vice-Presidential electors only in the Virginia precinct where voter is registered and would have been qualified to vote if not for the move.</p>	<p>If answer is <b>yes to both</b>, voter must be challenged by Officer of Election before voting a <b>Presidential Only Ballot</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 (check Boxes C&amp; 3.)</li> <li>• Have voter read, and sign Section B, and complete the form with their name and new address before voting.</li> <li>• Do <b>not</b> write the new address on the pollbook.</li> <li>• Tell voter that the Registrar will use the <i>Affirmation of Eligibility</i> to cancel the voter's Virginia registration after this election.</li> <li>• State voter's name and address.</li> <li>• Mark off the next PBC number. Enter PBC number and "<b>S</b>" (for Statement) in appropriate columns in pollbook, along with "PR" (for President), and write "PR" across voter's PBC number on the Pollbook Count Form.</li> <li>• OR on <b>EPB</b>, check in the voter and set voter flag to "<b>S</b>" per instructions and indicate "presidential-only" in ballot style field or comments, as instructed.</li> <li>• Issue the <b>Presidential-Only Ballot</b>. Follow instructions for equipment in use in your precinct if programmed for this ballot style. (Be sure to set machine back to full ballot for next voter.) If not, issue paper <b>Presidential-Only Ballot</b> and have voter hand folded voted ballot to officer to put unopened into ballot box. (§ 24.2-646).</li> </ul> <p><b>Note:</b> A voter who has moved to another state may not vote in any other election or for any other office.</p>
<p>§ 24.2-402 § 24.2-651</p>	<p>If <b>no to either</b>, voter may <b>not</b> vote</p>	<p>If answer is <b>no to either</b>, 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 write and sign a note to the Registrar, before leaving precinct, stating that he or she has moved out of state and asking that his/her Virginia registration be cancelled. Note should include full name, date of birth, SSN (requested, not required) and new address. Put note in Envelope 8. (If cancellation request forms have been provided to precinct, use form.)</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 provisional reasons #1 or 2 (as appropriate).</p>
<p>§ 24.2-401</p>		



Problem	Explanation	Action to Take
<p><b>8. Voter's name marked with a "F" on pollbook</b></p> <p>(On EPB may be shown in voter's details, message box or ballot style.)</p>	<p>Registered overseas voter who <b>may</b> have been issued an absentee ballot.</p> <p>Voters marked with "F" are eligible to vote in <b>federal elections only.</b></p> <p>§ 24.2-453                      § 24.2-420.1                      § 24.2-653.1                      § 24.2-708                      § 24.2-711</p>	<p>Officers need to check the pollbook and determine whether an "AB" is listed next to the voter's name. An "AB" indicates an absentee ballot was issued to the voter. If there is an "AB" next to the voter's name on the pollbook, follow the procedures outlined in Problem #19 for all absentee voters who appear in the polling place.</p> <hr/> <p>For "F" voter, if there is no "AB" listed next to the voter's name on the pollbook and the voter does not appear on the Final Absentee Report, the voter was <b>not</b> issued an absentee ballot and <b>is</b> allowed to vote a ballot for federal offices only.</p> <ul style="list-style-type: none"> <li>• State voter's name and address.</li> <li>• Mark off next PBC number, enter PBC number and "F" in pollbook, and write "F" across voter's PBC number in the Pollbook Count form.</li> <li>• OR, on <b>EPB</b>, check in the voter.</li> <li>• Issue the <b>Federal-Only Ballot</b>. Follow instructions for equipment in use in your precinct. (Be sure to set machine back to full ballot for the next voter.)</li> </ul> <hr/> <p>A person who returns to reside in Virginia from overseas within 28 days before the election is eligible to register late and should be directed to the General Registrar.</p>

Problem	Explanation	Action to Take
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**9. Voter’s name is not on pollbook**

**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 (e.g., DMV noncitizen report)  
§§ 24.2-427 – 24.2-429
- Voter is in wrong precinct.  
§ 24.2-400.
- Voter’s registration was lost by an agency authorized to receive registration forms.  
§ 24.2-653(B)

**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.

**Exception military, recently discharged or returning overseas:** Section §24.2-420.1 provides limited exceptions allowing Election Day in-person registration at the Registrar’s Office for certain active duty or recently discharged military and overseas residents, cohabitant, spouses, and dependents who are normally absent from their locality, or have been absent and returned to reside there during the 28 days before the election, or were discharged from active duty within 60 days before the election. Check with the General Registrar if one of these exceptions might apply.

**Before calling the Registrar’s Office:**

- Check for correct spelling or recent name change.
- Look for name at end of alphabetical section on the pollbook **or** on any separate listing provided by the Registrar.
- If the voter is registered in another precinct, and has **not** moved, provide directions to that polling place.
- If voter has moved from the address where registered, and has **not** submitted a new timely registration to an authorized agency, see Problems # 4 - 7 to advise voter whether he/she is eligible to vote in his /her old precinct in this election.
- Ask for person’s full legal name, address, social security number, when/where registered to vote, and when/where last voted.
- If voter submitted application by applicable deadline, in person at an agency authorized to receive registration (DMV) ask for any proof of application or ask the Registrar to contact SBE if proof is not available.
- Call the Registrar and proceed under one of the following three scenarios:
  - Problem 10: if the Registrar can immediately confirm qualifications.
  - Problem 11: if the Registrar states that the person is not qualified to vote.
  - Problem 12: if Registrar is unavailable or unable to confirm qualifications.

Problem	Explanation	Action to Take
<p><b>10. Voter's name omitted from pollbook in error</b></p>	<p>Only the Registrar, who has access to all voter registration records, may authorize the Officer to add a voter's name to the pollbook.</p> <p>§ 24.2-652</p>	<p><b>If Registrar authorizes Officer to add voter's name to pollbook:</b></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 at the end of alphabetical section that applies,</li> <li>• OR, for <b>EPB</b>, add voter's name per instructions.</li> <li>• State voter's name and address.</li> <li>• Mark off the next PBC number. Enter PBC number and "<b>S</b>" (for Statement) in appropriate columns in pollbook.</li> <li>• OR on <b>EPB</b>, check in the voter and set voter flag to "<b>S</b>" per instructions.</li> <li>• Have voter cast vote on voting equipment in use in the precinct.</li> </ul>
<p><b>11. Person is <u>not</u> qualified to vote</b></p>	<p>The Registrar <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 #12a 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 Registrar cannot be contacted or the Registrar 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.</li> <li>• If voter has no acceptable ID, check the box beside “Voter ALSO did not provide qualified identification.” (see Problem 2)</li> </ul> <p><b>New Procedure:</b></p> <ul style="list-style-type: none"> <li>• Enter voter’s information and reason for voting a provisional ballot on the <i>Precinct Provisional Ballots Log</i>. (Do not enter a PBC number or any other information on the pollbook for this voter. Do not add voter to pollbook.)</li> <li>• On the log, mark the box below the number(s) for the reason(s) the person is voting a provisional ballot. If additional information needs to be communicated to the Registrar or Electoral Board about the voter’s qualifications, list that on the back of the form with the corresponding number beside (for example, “3. Voter says he registered at (agency/location) on/around (date)”).</li> <li>• Have person vote and seal ballot in green envelope.</li> <li>• Place sealed green envelope in Ballot Box.</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 following the election to consider his qualifications, and provides other required notifications.</li> <li>• If the voter was also missing the required ID, provide the voter with the <i>Provisional Voter Notice – ID</i> (SBE 643) form as well. This will inform the voter of the ways to submit a copy of required identification.</li> </ul> <p><b>Voter must be offered a registration application.</b> § 24.2-653 (A)(para. 2,last sentence).</p> <p>Explain that completing this application <b>may</b> 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. The <i>Provisional Voter Notice</i> provides details.</p>

Problem	Explanation	Action to Take
<p><b>12b. Provisional Ballot when:</b>                      Either regular or HAVA voter fails to present the required ID and does not have another reason for voting provisionally.</p>	<p>This voter <b>may only vote</b> by casting a Provisional Vote and <b>must be allowed</b> to cast a provisional ballot [lime green envelope].</p> <p>The Provisional Ballot is <b>not</b> counted on Election Day. It is counted by the Electoral Board only after the voter submits a copy of the ID to the Electoral Board by the deadline.</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 voter complete identifying information and read and sign statement on the lime green Provisional Vote Envelope – ID ONLY.</li> <li>• Officer must also sign envelope and enter precinct information on front.</li> </ul> <p><b>New Procedure:</b></p> <ul style="list-style-type: none"> <li>• Enter voter's information on the <i>Precinct Provisional Ballots Log</i>. (Do not enter a PBC number or any other information on the pollbook for this voter. Do not add voter to pollbook.)</li> <li>• On the log, mark the box below "ID" for the reason(s) the person is voting a provisional ballot. If HAVA ID is required from the voter, mark an "H" in the box.</li> <li>• Have person vote and seal ballot in lime green envelope.</li> <li>• Place sealed lime green envelope in Ballot Box.</li> <li>• Give the voter the <i>Provisional Voter Notice – ID ONLY</i> (SBE 643 form). This informs the voter when and where Electoral Board will meet following the election to consider his qualifications, and provides other required notifications including methods of submitting a copy of the required identification.</li> </ul>

Problem	Explanation	Action to Take
<p><b>13. Voter is challenged by Officer <u>or</u> another voter (including representative of Party or Independent candidate)</b></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.</p> <p>§ 24.2-651</p> <p><b>Note: A person who is challenged and refuses to sign the Affirmation of Eligibility statement may not vote.</b> Do <b>not</b> enter PBC number or “S” in pollbook. (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. <b>Officer challenging must initial and complete Section A then check Box C.</b></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>• <b>Have challenged voter read, complete and sign Section B</b> (Affirmation of Voter), if voter chooses to vote.</li> <li>• State voter's name and address.</li> <li>• Mark off the next PBC number. Enter PBC number and “S” (for Statement) in appropriate columns in pollbook.</li> <li>• OR on <b>EPB</b>, check in the voter and set voter flag to “S” per instructions.</li> <li>• Have voter cast vote on voting equipment in use in the precinct.</li> </ul>
<p><b>14. Voter’s name already marked with PBC number on pollbook (or already checked in on the EPB)</b></p>	<p>The voter is only entitled to cast a Provisional Ballot.</p> <p><b>Voter must:</b></p> <ul style="list-style-type: none"> <li>• Show identification showing him to be the voter listed on the pollbook <b>and</b></li> <li>• Affirm his eligibility to vote by <b>signing</b> the <i>Provisional Ballot Envelope</i>.</li> </ul> <p><b>Note:</b> § 24.2-651.1</p>	<p><b>New Procedure</b></p> <ul style="list-style-type: none"> <li>• Allow voter to cast a Provisional Ballot following the procedures listed within <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>

Problem	Explanation	Action to Take
<p><b>15. Voter <u>asks</u> 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 or optical scan/marksense ballot</b> is used, assistant (not voter) must deposit ballot in ballot box.</p> <p>§ 24.2-649 B &amp; C</p> <p><b>Note:</b> In any precinct in which an electronic voting device with an <b>audio ballot</b> is available, 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><b>If person is qualified to vote and requests assistance:</b></p> <ul style="list-style-type: none"> <li>• Use the <i>Request for Assistance</i> form.</li> <li>• Take voter and assistant aside; explain purpose of <i>Request for Assistance</i> form, if necessary.</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 sign <b>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 on voting equipment in use in the precinct.</li> </ul> <p><b>If voter asks Officer of Election to <u>translate</u> the ballot:</b></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 <u>listen</u> 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. New assistant must be qualified to assist (Part B) and complete a new assistance form accordingly.</li> </ul>
<p><b>16. Voter is <u>blind</u></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> In any precinct in which an electronic voting device with an <b>audio ballot</b> is available, 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><b>If person is qualified to vote and requests assistance:</b></p> <ul style="list-style-type: none"> <li>• Take voter and assistant aside; explain purpose of <i>Request for Assistance</i> form, if necessary.</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 on voting equipment in use in the precinct.</li> </ul>

Problem	Explanation	Action to Take
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**17. Voter asks to vote outside polls**

A voter who is **physically disabled** or **age 65 or older** may ask to vote outside the polls, but within 150 feet of the entrance to the polling place.

Voter should mark ballot in the officer’s presence but in a private manner unless the voter has requested assistance and *Request for Assistance* form has been completed.

§§ 24.2-638 and 24.2-649 A

**If person is qualified to vote:**

- Mark off the next PBC number. Enter PBC number and “OP” (Outside Polls) in appropriate columns in pollbook. If a paper ballot is used, “P” (Paper) should also be marked on the pollbook.
- OR on **EPB**, check in the voter and set appropriate voter flag to “OP” (and to “P” if a paper ballot is used) per instructions.
- Take to the voter a *Request for Assistance* form and pen, if needed, and any required marking device for the ballot to be used.

Three options exist for casting ballot:

1. If a **paper ballot** is used, have voter seal voted ballot in Outside Polls Envelope and deposit sealed, Outside Polls Envelope in Ballot Box upon return to the polling place.
2. If an **optical scan ballot** is used, the Officer shall immediately cover the voted ballot to preserve the voter’s privacy, and deposit the ballot in the counter upon return to the polling place.
3. An **electronic voting device** that is easily portable may be used for curbside voting if **all** of the following conditions are met:
  - At all times, the voting device must remain in the plain view of **two officers** of election representing the two political parties **or**, if the use of two officers for this purpose would result in too few officers remaining in the polling place to meet legal requirements; the equipment shall remain in plain view of one officer who shall be either the chief officer or the assistant chief officer.
  - The voter shall cast his ballot in a secret manner (Voter may request assistance. See problems 15-16); and
  - After the voter has completed voting, the officer(s) must immediately return the voting device to its assigned location inside the polling place.

By law, **all** of the following information must be recorded on the Statement of Results **each time** a DRE machine is removed for curbside voting:

For Edge, iVotronic, Patriot, TSX or WINvote record:

- The machine number,
- The time that the machine was removed and the time it was returned,
- The number on the machine’s public counter before the machine was removed and the number on the same counter when it was returned,
- The name(s) of the officer(s) who accompanied the machine, and
- The **name(s) of the voters** who voted on the machine

For eSlate record:

- The serial number,
- The time that the machine was removed and the time that it was returned,
- Both Officers’ affirmation that **only** one access number was issued to the curbside voter,
- The name(s) of the officer(s) who accompanied the machine, and
- The **name(s) of the voters** who voted on the machine



Problem	Explanation	Action to Take
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**18. Paper Pollbook shows, an “A” in the column to the left of the voter’s name (on EPB may be shown in voter’s details or otherwise)**

These voters do not have a Social Security Number in the system. The Officer is required by law to ask if voter has a Social Security Number.

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

**Note:** The SSN is required for the registration record, if the voter has one, to prevent duplicate registrations and fraud.

Ask voter to complete a new *Voter Registration Application* form. Next to or above the Social Security Number on the form, the Officer should write “SSN Update.” Do **not** write SSN on the pollbook or ask voter to state it publicly.

**Note:** The “A” status does not otherwise affect the voter’s qualification to vote. Proceed to process the voter normally.

This applies to very few voters. A **column of “A’s”** (with an occasional “I”) on the **EPB** indicates “active” vs. “inactive” status not “assigned number.”

Problem	Explanation	Action to Take
<p><b>19. Absentee voter comes to the polling place to vote</b></p>	<p>Action to take depends on pollbook status and whether voter has ballot with them. Provisional voting is required unless the voter can present ID and return the ballot at the polls.</p> <p>REMEMBER: If the voter returns a ballot that is voided and placed in envelope #4, record the voter's name and voter ID number on the back of the #4 envelope for use on the SOR (Part F) at closing.</p> <p>§§ 24.2-653.1, 24.2-707, 24.2-708, 24.2-712</p> <p><b>Note:</b> Any voter marked with an "F" on the pollbook may vote a ballot for federal offices only. A provisional ballot issued to this voter must be the <b>Federal-Only Ballot</b>. See Problem #8.</p>	<ol style="list-style-type: none"> <li>1. Verify status of absentee ballot on final AB list and pollbook               <ol style="list-style-type: none"> <li>a. If status says "Marked" or "On Machine" he/she has already voted and cannot vote again. (If voter claims that he/she did not already vote or request an absentee ballot, you may offer the voter a provisional ballot.) See Reason Code #5.</li> <li>b. If status says "Unmarked", voter must cast a provisional ballot.</li> <li>c. If status says "Issued" proceed to #2.</li> </ol> </li> <li>2. For AB voter with "Issued" status               <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 before issuing a provisional ballot. Do not send voter to the General Registrar/Electoral Board Office!</li> <li>c. If voter has the absentee ballot, proceed to #3.</li> </ol> </li> <li>3. If the AB voter has the absentee ballot               <ol style="list-style-type: none"> <li>a. Ask voter to remove ballot from envelope and write VOID across the front of the ballot.</li> <li>b. If the voter has already made selections on the ballot and they are concerned about privacy of their vote, the voter may fill in all the ovals in addition to writing VOID on the ballot.</li> <li>c. Take physical possession of the voided absentee ballot and all related materials, staple everything together, and insert in the #4 envelope (void/spoiled ballots).</li> <li>d. Voter may now be checked in and vote normally.                   <ol style="list-style-type: none"> <li>i) Paper pollbook precincts will draw a single line through the "AB" and assign the next pollbook count number to check-in the voter.</li> <li>ii) EPB precincts will need to override the AB using the chief's password in order to check-in the voter.</li> </ol> </li> </ol> </li> </ol>

Problem	Explanation	Action to Take
<p><b>20. Normal poll closing time extended by court order</b></p>	<p>Any voter who gets into the line after 7:00 PM, when a court order has extended the normal poll closing time, may only vote by Provisional ballot.</p> <p><b>Note:</b> The <b>ID requirements</b> applicable to other voters apply to this voter, including the HAVA ID requirement if voter record is marked "<b>H</b>" or "<b>HA</b>" and a federal office is on the ballot. (See Problems <b>#1 and 2</b>.)</p> <p><b>Note:</b> Any voter marked with an "<b>F</b>" on the pollbook may vote a ballot for federal offices only. See Problem <b>#8</b>.</p> <p>§ 24.2-653(C).</p>	<p>Follow normal procedures under Problems <b>#1 - 19</b> to <b>look up voter on pollbook, request ID and determine voter qualifications except</b> ( as for other provisional voters):</p> <ul style="list-style-type: none"> <li>• Do <b>not</b> mark off next PBC number or enter a PBC number in the pollbook, or make any other marks in the paper pollbook for this voter.</li> <li>• On <b>EPB</b>, if so instructed, check in voters as "provisional" and add comment on voter record (for example, "after hours").</li> <li>• Record each voter's information on <i>Precinct Provisional Ballots Log</i>, circling reason <b>#3</b> and <u>any other reason that applies</u> to that specific voter.</li> <li>• Keep these Log sheets <u>separate</u> from those used during normal polling hours. With the first "after hours" voter, begin a new Log sheet, numbering from "page 1" and checking the "after hours" box at the top of each such Log page.</li> </ul> <p>Follow basic procedures under Problem <b># 12a</b> for issuing a Provisional ballot, <b>except:</b></p> <ul style="list-style-type: none"> <li>• Check <b>Box #3</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 <b>#3</b> 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 paper or optical scan/marksense <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 proceed <u>if so authorized</u>.</p> <p>If supplies of <b>provisional ballot envelopes</b> are running low, the envelope can be reproduced by copying an unused front and back of the envelope onto a single sheet of paper (it does <b>not</b> have to be green paper) and wrapping the completed "envelope" around the voter's completed ballot. Secure the ballot within the "envelope" by whatever means is available, being careful not to damage the ballot, and leaving the completed information on the "envelope" visible.</p>