



## SECTION 8

# NON-ROUTINE & WHAT-IFS

# NON-ROUTINE VOTER SITUATIONS

This chart helps summarize some common non-routine voter situations; for more details, read the *What-Ifs*. For all provisional ballot situations, follow the procedures in the *Provisional Voters* or *Same Day Registration* sections of this notebook. Call the Office of Elections if you have any questions!

SITUATION	ACTION TO TAKE
<b>No acceptable ID</b>	<ul style="list-style-type: none"> <li>Voter may complete an ID Confirmation Statement.</li> </ul>
<b>Voter is marked “Inactive” on Poll Pad but voter did not move</b>	<ul style="list-style-type: none"> <li>Voter may complete Affirmation of Eligibility form, then vote a regular ballot.</li> </ul>
<b>Voter moved but did not update their voter registration</b>	<ul style="list-style-type: none"> <li>Use the Moving Conditions Chart in the <i>What-Ifs</i> to determine if voter can cast ballot routinely.</li> <li>If not, voter will be able to vote a <b>Same Day Registration</b> provisional ballot.</li> </ul>
<b>Voter’s name is not on the Poll Pad</b>	<ul style="list-style-type: none"> <li>Check for spelling errors or name changes first.</li> <li>Run an advanced search on the Poll Pad.</li> <li>Call the Registrar for assistance to see if voter is registered under a different name or registered elsewhere (if so, voter can go to registered precinct or do <b>Same Day Registration</b>).</li> <li>Offer a provisional ballot, if necessary.</li> <li>Offer the voter a Voter Registration Application. The voter is not required to complete the form to vote.</li> </ul>
<b>Same Day Registration</b>	<ul style="list-style-type: none"> <li>SDR is a <b>two-step process</b>: (1) voter completes a Voter Registration Application, and (2) voter then votes a provisional ballot.</li> </ul> <p>Consult <i>Same Day Registration</i> section for more details.</p>
<b>Voter requests assistance</b>	<ul style="list-style-type: none"> <li>Voter and assistant must complete a Request for Assistance form, then voter is permitted to vote a regular ballot.</li> </ul>
<b>Voter asks to vote curbside</b>	<ul style="list-style-type: none"> <li>Voter is permitted to vote a regular ballot.</li> <li>Follow curbside instructions in <i>What-Ifs</i> &amp; <i>During the Day Guide</i>.</li> </ul>
<b>Voter comes to polling place <u>with</u> their absentee ballot and does not want to deposit it in drop box</b>	<ul style="list-style-type: none"> <li>Voter is permitted to vote a regular ballot.</li> <li>Verify absentee “Issued” or “Unmarked” status on Poll Pad.</li> <li>Voter removes ballot from envelope and writes “ABSENTEE SURRENDERED” across the front of the ballot. Voter may fill in all ovals to obscure their choice.</li> <li>Put the surrendered absentee ballot in Envelope #4.</li> </ul>
<b>Voter comes to polling place <u>without</u> their absentee ballot</b>	<ul style="list-style-type: none"> <li>Voter may cast a provisional ballot.</li> </ul>
<b>Voter is flagged as “On Machine” or “Marked”</b>	<ul style="list-style-type: none"> <li>Voter voted absentee and cannot vote again.</li> <li>Voter may cast a provisional ballot if they say they did not vote.</li> </ul>

Again, these are only the most common situations.  
For other situations, refer to the *What-Ifs*!

# NON-ROUTINE VOTER SITUATIONS

## INACTIVE VOTERS

A voter may be marked “Inactive” in the poll book if the Office of Elections has received information indicating that the voter may have moved. Ask the voter: “Did you move?” If the answer is no, offer the voter an Affirmation of Eligibility form to fill out.

The only thing an inactive voter who hasn’t moved needs to do is complete an Affirmation of Eligibility form. You do not need to call the office for this common situation!

## VOTERS MARKED AS VOTING ABSENTEE

Your check-in officers may ask about the meanings of the absentee designations in the pollbook.

- Issued: The voter requested an absentee ballot, and it was mailed to the voter.
- Unmarked: The voter requested an absentee ballot, and it was mailed to the voter, but was returned as undeliverable or the voter returned the ballot unmarked (not voted).
- Marked: The voter returned a voted ballot by mail or in a drop box.
- On Machine: The voter voted in person during the early voting period.

If the voter insists that they did not request an absentee ballot or vote early, offer a provisional ballot.

## PERMANENT ABSENTEE BALLOT APPLICATION STATUS

A voter may insist they did not request an absentee ballot for a particular election. Ask the voter, “Is it possible you selected the permanent absentee ballot option when applying for the absentee ballot?”. Offer the voter the **Request to Remove Name from Permanent Absentee Voter List Form**.

## MILITARY SERVICE PERSONNEL NOT IN POLLBOOK AND OVERSEAS VOTERS

Certain same day registration/absentee ballot rules apply to military service personnel and their dependents, and to persons living temporarily overseas. **Call the Registrar** for assistance with these non-routine voter situations.

## COMPLETING A VOTER REGISTRATION APPLICATION

Many *What-Ifs* recommend completion of a voter registration application to update a voter’s name, address, or both. Here are some tips to help ensure the voter’s application is processed smoothly:

- Ask the voter to print as neatly as possible.
- Remind the voter to answer all three parts of question #1.
- Check to be sure that they filled out all required items.
- An e-mail address and phone number are very helpful for office staff, but not required.
- Fill out the receipt at the bottom of the form and give it to the voter.
- If the voter is changing their name or making a minor correction, make a note at the top of the form explaining what needs to be fixed.

**IMPORTANT:** In a **Same Day Registration**, the voter must correctly fill out all parts of the Voter Registration Application for it to be processed and the provisional ballot to be considered.

# What to do when...

A complete guide for helping  
voters with exceptional situations

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# 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> .
SDR	Same Day Registration
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 <i>address confirmation</i> .”
	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.

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.
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. 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?

<p><b>How far did voter move?</b> → ----- <b>When did voter move?</b> ↓</p>	<p><b>Within precinct</b></p> <p><i>See problem 5 for more details</i></p>	<p><b>Within county AND congressional district (but not the same precinct).</b></p> <p><i>See problem 6 for more details</i></p>	<p><b>Different county OR congressional district (still within Virginia)</b></p> <p><i>See problem 7 for more details</i></p>	<p><b>Outside of Virginia</b></p> <p><i>See problem 8 for more details</i></p>
<p><b>On or after Nov 9, 2022</b></p>	<p>Voter can vote routinely.</p> <p><i>(Ask voter to complete Voter Registration Application to update registration.)</i></p>	<p>Voter can vote in precinct where registered. -OR- Voter can do SDR at precinct where they now live.</p>		<p>Not eligible to vote in non-presidential elections.</p>
<p><b>Between Nov 4, 2020 and Nov 8, 2022</b></p>		<p>Voter can vote in precinct where registered after signing Affirmation of Eligibility. -OR- Voter can do SDR at precinct where they now live.</p>	<p>Voter can do SDR in precinct where they now live.</p>	
<p><b>On or before Nov 3, 2020</b></p>				

# 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.*

# 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.'

Voter may choose to do SDR in the precinct where they now live. Or, choose which statement describes **when** the voter moved and use the instructions that follow.

### ? Voter moved on or after November 9, 2022.


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 between November 4, 2020, and Nov. 8, 2022.

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.
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 3, 2020.

1. Voter may vote a provisional ballot. See problem 14a.
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.

Voter may choose to do **SDR** in the precinct where they now live. Or, choose which statement describes **when** the voter moved and use the instructions that follow.

### **? Voter moved on or after November 9, 2022.**

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 VRA in Envelope #8.

### **? Voter moved before November 9, 2022.**

1. Voter may vote a provisional ballot. See problem 14a.
2. Voter completes and signs a Voter Registration Application.
3. Officer places completed VRA 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.

### 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.
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 **F** in pollbook.



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



Voter can only vote for federal offices.

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

### 9a

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

Go to problem 19 and follow instructions.

### 9b

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

Go to problem 20 and follow instructions.

Use Affirmation of Eligibility from 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. If the voter is a Same-Day Registration (SDR) voter, see problem 14a.
5. 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.



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 from 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.
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 for in the EXPLANATION OF DISCREPANCY section.

For paper pollbooks, follow the separate instructions from ELECT.

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

# 13

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



On the EPB, the **A** symbol may be in the voter's details or in the message box. On paper pollbooks, the **A** 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 VRA
	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 VRA
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)  <b><u>(If SDR, select Reason #6 Other and write in "SDR".)</u></b>	Complete VRA if voter is not on the pollbook or the address needs to be updated.  <b><u>If an SDR, write "SDR" in red in top right corner of form.</u></b>
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 green provisional vote envelope.
3. Officer signs front of envelope and marks reason for casting a provisional ballot on back of the envelope.
  - For Same-Day Registration, mark Reason #6 (Other) on the provisional envelope and write “Same Day” or “SDR.”
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 provisional ballot envelope.
7. Officer copies the information from the green provisional envelope onto Provisional Ballot log.
8. Officer places the envelope in the large #1A provisional envelope.
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.



# 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 green Provisional Voter Notice.
8. Do *NOT* check the voter in as a provisional voter on the Poll Pad.



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.
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.
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 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.

# 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. **TWO** officers, of different political parties (except in a single-party primary), 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 by checking the "Curbside" flag on Poll Pad.
4. Give the voter privacy to mark their ballot.
5. Both officers take the ballot (in a 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 using two officers would leave too few Election Officers in the polling place to meet legal requirements, then the Chief or Assistant 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.

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.  
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 GR tells you that voter returned an unmarked ballot, have voter cast vote as normal.
2. If GR 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

**Before 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 GR tells you that voter returned an unmarked ballot, have voter cast vote as normal.
2. If GR 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.