



NC Voting Site Station Guide



NORTH CAROLINA
State Board of Elections

Revised August 2016



Our democratic process relies and depends on the dedicated efforts of election workers. Thank you for investing in the future of your community and our great state by serving at the polls.

A handwritten signature in black ink that reads "Kim Westbrook Strach".

Kim Westbrook Strach
Executive Director,
North Carolina State Board of Elections



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GS §163-166.7

Checking Registration. - A person seeking to vote shall enter the voting enclosure through the appropriate entrance. A precinct official assigned to check registration shall at once ask the voter to state current name and residence address. The **voter** shall answer by **stating current name and residence address**. In a primary election, that voter shall also be asked to state, and **shall state, the political party** with which the voter is affiliated or, if unaffiliated, the authorizing party in which the voter wishes to vote. After examination, that official shall state whether that voter is duly registered to vote in that precinct and shall direct that voter to the voting equipment or to the official assigned to distribute official ballots. If a precinct official states that the person is duly registered, the person shall sign the pollbook, other voting record, or voter authorization document . . . before voting.



Check-in Procedures

- 1 • Ask voter to state last name, and then first and middle name.
- 2 • Search for voter's name on the voter list.
- 3 • Compare stated name to name on the voter list.
- 4 • Ask voter to state address.
- 5 • Compare stated address to address on record.
- 6 • Ask voter to state party affiliation (only in partisan primary).
- 7 • Confirm voter status.
- 8 • Make determination of eligibility to vote.



Voting Procedures (if Partisan Primary)

1

Please state your:

**LAST, FIRST, &
MIDDLE NAME**

2

Please state your:

**RESIDENTIAL
ADDRESS**

3

Please state your:

**PARTY
AFFILIATION***



Voting Procedures (Not a Partisan Primary)

1

Please
state
your:

**LAST, FIRST,
& MIDDLE
NAME**

2

Please
state
your:

**RESIDENTIAL
ADDRESS**



Step 1

Ask voter to state name.

- The voter must state his name in a manner that can be heard by the election official and by election observers. The election official may ask that the name be stated as last name, first name and then middle name. Time may be given between each question to permit the election official to query the voter registration lists – first by last name and then by first and middle name of the voter.

**“Please state your last name, first name
and middle name.”**





Voter Desires to Show a Photo ID

Voter Desires to Show a Photo ID

- If the voter wishes to show or hand you their ID, do not take the photo ID. Be polite and do not engage in further conversation or express an opinion (verbally or nonverbally) about voter ID.
- Use the *Best Language* below to speak to the voter:

“Thank you, photo ID is **not** required to vote in this election.”





Voter Difficulty

- If the voter gives his full name in a manner that is difficult to hear or discern, it is permissible to ask the voter to repeat it more slowly or a bit louder. It is also permissible to ask the voter to spell any portion of the name.
- If the voter is unable to speak, it is permissible to ask the voter to write his name.

Voter Uncooperative

- If the voter is uncooperative, refer the voter to the **Help Station**.



Voter Will Not State Name

"I understand that you prefer not to state your name. Thank you for understanding that I am here to carry out the duties required by North Carolina law. Our goal is to accommodate you in a courteous and expedient manner."

"Without your cooperation, we are unable to issue a regular ballot today, but you may cast a provisional ballot."

"I'm going to quickly complete a **Help Referral Form** and direct you to the **Help Station.**"

"Please provide the official at the Help Station with this form. He or she will connect you with the election judges who will be able to assist further."





Step 2

Search for Voter's Name on the Voter List.

- After the voter states his name, the election official should search for it on the voter list.
- The official should check that there are no similar names that would result in selecting the wrong voter.
- If more information is required to determine the correct voter record, it is permissible for the election official to ask that the voter spell the name and/or to ask that the voter provide date of birth.



Helpful Suggestions if Unable to Locate Voter Record

- 1 • Ask voter to spell name.
- 2 • Ask voter if name has changed.
- 3 • Ask voter if name is hyphenated.
- 4 • Perform wildcard search with last name.
- 5 • Perform search by date of birth.
- 6 • Perform search by voter's residential address.
- 7 • If still unable to locate voter's name, refer the voter to the Help Station.



Unable to Locate Voter's Name

"We are unable to locate a record for you in the voter list. To avoid further delay, let us help you vote provisionally. The provisional process allows the board of elections time to research your registration."

"**Provisional voting** is a fail-safe method of voting that will permit you to cast a ballot today and allow the board of elections to verify your voting eligibility after Election Day."

"If it can be confirmed that you are eligible to vote in this election, your provisional ballot will be counted before the results of this election are final."

"We want to help you vote today, so I'm going to quickly complete a **Help Referral Form** and direct you to our **Help Station**. Please provide the Help Station official with this form. He or she will assist you with voting options, including your ability to cast a provisional ballot."





Step 3

Compare stated name.

- Compare the name stated by the voter to the name in voter record.



If the **name stated** by the voter does not match the voter's **name on record**:

- Ask the voter if his name has changed.
- Confirm that there is not a reasonable variation in the name stated and the name on the voter record.
- If the voter's name in the voter record is not current, update the voter's name.
- The voter must sign the appropriate section on the vote authorizing document or change of name/address form to have the county board of elections process the name change.



Step 4

Ask voter to state address.

- Ask voter to state his voting residence. This should be the address where the voter will have resided for at least 30 days as of the date of the election.

“Please state your residential address.”





Voter Difficulty

- If a person is unable to state his address due to an impairment, we are glad to make reasonable accommodations including asking the voter to write the address.

Voter Uncooperative

- If the voter is uncooperative, refer the voter to the **Help Station**.



Voter Will Not State Address

"I understand that you prefer not to state your address. Thank you for understanding that I am here to carry out the duties required by North Carolina law. Our goal is to accommodate you in a courteous and expedient manner."

"Without your cooperation, we will be unable to issue a regular ballot today, but you may cast a provisional ballot."

"I'm going to quickly complete a **Help Referral Form** and then direct you to the **Help Station**."

"Please provide the Help Station official with this form; he or she will connect you with the election judges who will be able to discuss this with you further."





Step 5

Compare the address stated by the voter to the address in voter list.

- The stated address must be used to ensure that you have identified the correct voter in the voter list. After confirming that you have found the correct voter in the voter list, you must confirm that there is an eligible ballot style for the voter at the address given.



Unreported Move (Incorrect Address) Guidance

If the **address stated** by the voter does not match the voter's **address on record**:

- Confirm that you pulled up the correct voter record, according to the voter's name.
- If you have the correct voter record, ask voter if he has moved.
- If voter indicates he moved, ask voter for his previous address.
- If the previous address matches the address in the voter's record, ask the voter for the date of the move.
- Determine ballot style based on the address where the voter will have resided 30 days prior to the date of the election.



Moved 30 or More Days to Address Within County (*Unreported Move*)

One-stop

- During the one-stop absentee voting period, if the voter moved 30 or more days before the date of the election, the voter's address in the county should be updated and the voter given the ballot style for which he is eligible based on the updated address.

Election Day

- On Election Day, the voter may update the address in his **new precinct** or a **central precinct** and vote a regular ballot.
- Alternatively, the voter may vote provisionally in his previous precinct.

If voter presents to **NEW PRECINCT**, permit voter to be transferred into new precinct and offer a regular ballot or refer voter to Help Station to cast a provisional ballot.

If voter presents to **OLD PRECINCT**, transfer voter to new precinct or refer voter to Help Station to cast a provisional ballot.

If voter presents to a **CENTRAL PRECINCT**, receive transferred voter from old precinct and permit voter to cast a regular ballot.

If voter with an *Unreported Move* presents to a voting site other than one of the sites listed above, refer voter to Help Station to cast a provisional ballot.



Moved Less than 30 Days to Address Within County

One-stop

- During the one-stop absentee voting period, if the voter moved less than 30 days from the date of the election, the voter's address should not be updated. The voter should be issued both a ballot based on his previous address in the county and a voter registration form to update his address in the county for future elections.

Election Day

- On Election Day, the voter's proper precinct is based on his previous address. If the voter presents to vote at the polling place for the precinct based on his previous address, he should be issued a regular ballot.
- The voter should be given a voter registration update form to update his address in the county for future elections. If the voter presents to vote at any other polling site, he should be referred to his proper voting site or to the Help Station to vote a **provisional ballot**.



Moved to Address in Another County

Moved More Than 30 Days

- Regardless of whether the voter is presenting to vote during the one-stop absentee voting period or on Election Day, the voter is no longer qualified to vote in the county. If the voter insists on voting, the voter should be referred to the Help Station and offered a provisional ballot.

Moved Less than 30 Days

- The voter's proper precinct is still based on his previous address. The voter is still eligible to vote a regular ballot at the voting site based on his previous precinct. Inform the voter that he should register to vote in his new county for purposes of future elections.



Step 6

Ask voter to state party affiliation (partisan primary only)

In a partisan primary election:

- the voter shall be asked to state and shall state the political party with which the voter is affiliated; or
- if unaffiliated, voter shall state the party in which the voter wishes to vote; or
- if unaffiliated the voter may choose to vote a non-partisan ballot (if one is available).



Voter is Unaffiliated (*Partisan Primary Election*)

If voter is registered **unaffiliated** and presents to vote in a **partisan primary** election:

"What is your primary ballot preference? You may choose a Democratic, Libertarian, Republican, or a non-partisan ballot."

- A non-partisan ballot will have non-partisan contests such as judicial contests, non-partisan school boards, or referenda. It will not include the contests for President, U.S. Senate, U.S. House of Representatives, Governor, Council of State or local contests like sheriff, county commissioners, etc.
- Selecting a party ballot will not change the voter's unaffiliated status.





Voter Desires to Vote Different Party Ballot than Affiliated Party

"Your voter record indicates that you are registered as a **[party affiliation]**. You are only eligible to participate in a primary election of the political party for which you are affiliated."

"If you desire to vote a ballot style for which you are not eligible, I can refer you to the **Help Station**, where you will be offered a **provisional ballot**."

"**Provisional voting** is a fail-safe method that will permit you to cast a ballot today and allow the board of elections to verify your voting eligibility after Election Day. If it can be confirmed that you are eligible to vote in this election with this ballot style, your provisional ballot will be counted before the results of this election are final."

"We want to help you vote today, so I'm going to quickly complete a **Help Referral Form** and direct you to the **Help Station**. Please provide the official with the form. The Help Station will provide information about casting a provisional ballot and the requirements for having that ballot counted."





Step 7

Confirm voter status.

- Check the voter's record to determine whether there are voter status issues that require the voter to provide additional information or documentation before a regular ballot can be issued to the voter.



Voter Status Overview

Active

Voter is registered to vote in the county. Voter's voting eligibility is based on the address where he resided 30 days prior to the date of the election.

Inactive

Voter is registered to vote in the county. There is an address issue. The county board of elections has been unable to verify the voter's address by mail. Ask voter to confirm his address. No special proof of address document is required. Voter's voting eligibility is based on the address where he resided 30 days prior to the date of the election.

Removed

Voter is no longer registered to vote in the county. Voter was removed because the county board of elections determined that the voter was no longer qualified to be registered in the county. Voter may only vote a **provisional ballot**.

Denied

The voter's registration application was denied either because it was determined that the voter is not qualified to vote in the county or mail verification failed. A failed mail verification means that the county board of elections mailed two voter registration cards to the voter and both were returned as undeliverable by the U.S. Postal Service. Voter may only vote a **provisional ballot**.

Temporary

Voter is registered as an absent military or overseas voter. Voter may only vote a provisional ballot.



Voter is Inactive

“Our voter records show that we must confirm your address.”

“Have you provided us with the address where you will have resided for at least 30 days as of the date of the election, and do you receive mail at this address?”

Based on the answer given by the voter, you may have to request that the voter update his address. In any event, the voter must sign the appropriate section on the vote authorizing document or a separate Name/Address Update Form.





Record Indicates Voter Has Already Voted

“Our voter records show that you have already voted in this election. It is possible that the record is in error, but we are unable to issue you a regular ballot today. You may cast a provisional ballot if you believe that you have not already voted. Have you already voted in this election?”

“Since I am unable to authorize a regular ballot, I am referring you to the **Help Station** to discuss a provisional ballot. **Provisional voting** is a fail-safe method that will permit you to cast a ballot today and allow the board of elections to verify your voting eligibility after Election Day. If it can be confirmed that you are eligible to vote, your vote will be counted before the results of this election are final.”

“I'm going to quickly complete a **Help Referral Form** and direct you to the **Help Station**. Please provide the Help Station official with the form. He or she will provide you information about casting a provisional ballot and requirements for having your ballot counted.”





Record Indicates HAVA ID is Required

First-time voters, who at the time of their initial voter registration did not provide their North Carolina driver license number or the last four digits of their social security number, or who provided a number that could not be validated, are required to show identification when they vote.

This identification does not have to be a photo ID. The requirement for first-time voters to show identification is a requirement of the **Help America Vote Act (HAVA) of 2002**, a federal law not unique to North Carolina. Acceptable forms of HAVA ID include:

- A current and valid photo identification; or
- A copy of one of the following documents that show the name and address of the voter: a current utility bill, bank statement, government check, paycheck, or other government document.

First-time voters who are required to show HAVA ID will have been notified of this requirement by their county board of elections.



Record Indicates HAVA ID is Required

Our voter records show that you need to present an ID today. This means that you are a first-time voter who has not yet provided verifiable ID. Under the Help America Vote Act (HAVA), you are required to show one of the following types of ID to an election official the first time you present to vote:

- You may show a current and valid photo identification, or
- You may show a copy of one of the following documents that shows your name and address: a current utility bill, bank statement, government check, paycheck, or other government document.





Voter Does Not Have Acceptable ID Under HAVA

As a first-time voter, if you cannot show one of the forms of acceptable ID, then I will not be able to issue you a regular ballot today.

You may still vote today by casting a provisional ballot. You will then need to send or bring acceptable ID to your county board of elections no later than the close of business of the ninth day after election day in order for your ballot to count.

We want to help you vote today, so I'm going to quickly complete a Help Referral Form and direct you to the Help Station. Please provide the Help Station official with the form. He or she will provide you information about casting a provisional ballot and requirements for having your ballot counted.

Here's a **Notice to Voter with No Acceptable ID** document for you to take with you. It helps explain the voting requirements under the Help America Vote Act.





Voter Has No Eligible Ballot Style

"Your voter record lists the election contests in which you are qualified to vote. For this election, there are **no eligible** contests for which you may vote. If you believe that you are qualified to vote in election contests that are not listed on your voter record and desire to vote, I can offer you a provisional ballot."

"Again, we are unable to issue you a regular ballot today, but you may cast a **provisional ballot.**"

"Provisional voting is a fail-safe method that will permit you to cast a vote today and allow the board of elections to verify your voting eligibility after Election Day. A provisional ballot permits the board of elections to research your address to determine your correct voting district."

"If it can be confirmed that you are eligible to vote in this election, your provisional ballot will be counted before the results of this election are final."

"We want to help you vote today, so I'm going to quickly complete a **Help Referral Form** and direct you to the **Help Station**. Please provide the Help Station official with the form. He or she will provide you information about casting a provisional ballot and the requirements for having your ballot counted."





Step 8

Make a determination of eligibility to vote.

- (1) Voter has stated name;
- (2) Voter has stated address;
- (3) If applicable, voter has stated party affiliation;
- (4) If applicable under HAVA, voter has provided acceptable ID; and
- (5) The election official has identified, selected, and if applicable, updated the voter's name and/or address.

If the foregoing voting procedure requirements have been met, the election official must make the determination that the voter has **met the requirements of the check-in process and is eligible to vote.**



Determination of Eligibility

If the election official determines that voter is qualified and eligible to vote:

1

The election official must **state** that the voter is duly registered to vote.

2

The election official must **issue** the voter a vote authorizing document.



Statement of Eligibility to Vote

Election official states the following:

"**[Voter's full name]**, who resides at **[voter's address]**, is registered and eligible to vote here today.

(If the election is partisan primary): "[He/She] is voting as a **[ballot party]**."

Mr. /Ms. _____, this is your **[One-stop Application]** or **[Authorization to Vote Form]**, please:

- check your name **[point to name]**
- check your address **[point to address]**
- **[If applicable]** check your primary ballot preference **[point to ballot party]**

If everything is correct, please sign here **[point to signature space on the form]**."

Direct Voter to Ballot Station





Curbside Voting

(GS §163-166.9; 8 NCAC.018)

In any primary or election any qualified voter who is able to travel to the voting place, but because of **age, or physical disability and physical barriers** encountered at the voting place is **unable to enter the voting place or enclosure** to vote in person without physical assistance, shall be allowed to vote either in the vehicle conveying such person to the voting place or in the immediate proximity.



Curbside Voting Procedures (Part 1 - Exterior)

- 1** • Determine person voting curbside.
- 2** • Give curbside oath.
- 3** • Ask voter to state name and record name on Curbside Log.
- 4** • Ask voter to state address and record address on Curbside Log.
- 5** • Ask voter to state party affiliation (if partisan primary only) and record party on Curbside Log.



Curbside Voting Procedures (Part 2 - Interior)

- 1 • Locate the voter record.
- 2 • Compare record name and address on log to voter record. Update if necessary.
- 3 • Issue/prepare **Authorization to Vote or One-stop Application**.
- 4 • Prepare curbside balloting materials.



Curbside Voting Procedures (Part 3 - Exterior)

- 1** • Take curbside balloting materials to the voter.
- 2** • Have voter sign Curbside Affidavit (if not previously signed) and Authorization to Vote or One-stop Application.
- 3** • Provide voter with voting instructions.
- 4** • Once voter has completed the act of voting, place ballot into privacy sleeve (or have voter seal ballot in secure curbside envelope) and take ballot into the voting place.
- 5** • Unless ballot is sealed in a curbside envelope, the ballot should be delivered to one of the judges of election to be placed into the tabulator.
- 6** • Return to the vehicle and advise the voter that ballot was successfully cast.



Curbside Oath

Ask:

"May I have the name of the person voting curbside today?"

Recite curbside oath and have voter swear or affirm:

"I do solemnly swear (or affirm): that I am a registered voter in **[county name]**; that because of age or physical disability I am unable to enter the voting place to vote in person without physical assistance; that I desire to vote outside the voting place and enclosure, and that I understand that a false statement as to my condition will be in violation of North Carolina law."





Welcome to the Help Station

"We apologize for the delay in your voting."

"We would like to help you cast an appropriate ballot today."

"Were you given a **Help Referral Form?**"

"The form will help us expedite your visit with us at the **Help Station.**"





Provisional Voting – General Guidance

“**Provisional voting** is a fail-safe method of voting that will permit you to cast a ballot today but allow the board of elections to verify your voting eligibility after Election Day.”

“If it can be confirmed that you are eligible to vote in this election, your provisional ballot will be counted **before the results of this election are final.**”





Provisional Voting Reasons

NO RECORD OF REGISTRATION

Used when no record of registration for the voter can be found in the voter record.

Before using this reason, ensure that you have thoroughly searched for the voter. Try searching by date of birth, variations of the spelling of the last name, etc.

UNREPORTED MOVE

Used when a voter provides an address within the county of registration that is different than the voter's current registered address and the voter indicates that the move to the new address occurred 30 or more days prior to Election Day.

Be sure to ask voter the date of the move. If the move was 30 or more days from the date of the election, you may use this reason.

PREVIOUSLY REMOVED

Used when it is determined that a voter was previously registered in the county but the registration was cancelled. A voter's registration may be cancelled due to any number of reasons (moved within state; moved to another state; felony conviction; removed due to list maintenance; sustained challenge; deceased, etc.)

Do not use this reason unless instructed to do so by the county board of elections.



Provisional Voting Reasons

NO ACCEPTABLE ID

Used when voter does not present acceptable identification.

This is only used under the Help America Vote Act (HAVA).



Provisional Voting Reasons

UNRECOGNIZED ADDRESS (GEOCODE ISSUE)

Used when you are unable to locate the address stated by the voter in the county's street lookup files.

Do not use this reason unless instructed to do so by the county board of elections.

INCORRECT PRECINCT

Used when a voter is requesting to vote at a polling place on Election Day that is not the polling place for the voter's proper precinct. The voter's proper precinct is the precinct assigned to the voter based on his address 30 or more days prior to Election Day.

You should only use this reason if the voter presents in a voting site other than his proper precinct; however, do not use this reason if the more appropriate reason is *Unreported Move*.

INCORRECT PARTY

Used only in a partisan primary when a voter insists upon voting a ballot for a party other than the voter's affiliated party.

Do not use this reason for any election other than a partisan primary.



Provisional Voting Reasons

**VOTER
ALREADY
VOTED**

Used if the voter record indicates that the voter who is presenting to vote has already cast a ballot in the election.

**JURISDICTION
DISPUTE**

Used if a voter presents to vote and has no eligible ballot style or the voter requests to vote for an election contest that is not in the voter's assigned voting district based on his legal voting residence.

**VOTED
DURING
EXTENDED
HOURS**

Used if the hours for voting are extended by the State Board of Elections or a court order.



Provisional Voting Administrative Procedures (Manual)

- 1 • Accept Help Referral Form from Voter.
- 2 • Complete Provisional Poll Book.
- 3 • Complete administrative section of **Provisional Voting Application**.
- 4 • Affix PIN labels to poll book log, provisional application, and provisional instructions.
- 5 • Ask voter to complete and sign **Provisional Voter Application**.
- 6 • Accept and review all forms from voter. Sign or initial forms where appropriate.
- 7 • Obtain appropriate ballot and write the word "Provisional" and the precinct number of the voter's eligible precinct (where the voter has lived 30 or more days) on the ballot. Present voter with ballot, provisional application and envelope and provisional instructions.
- 8 • Provide voter with verbal instructions on voting ballot in private, placing voted ballot in envelope, and returning voted ballot sealed in the provisional envelope.
- 9 • If applicable, provide voter with verbal instructions on time for providing the county board of elections with acceptable ID under HAVA.



Provisional Voting Administrative Procedures (SOSA/OVRD)

- 1 • Accept Help Referral Form from Voter.
- 2 • Search for voter and select Add Existing to choose an existing voter. If voter cannot be located, select Add New.
- 3 • Complete the provisional data entry information screens.
- 4 • If applicable, whether voter provided acceptable ID under HAVA.
- 5 • Print the **Provisional Voter Application**.
- 6 • Ask voter to sign **Provisional Voter Application**.
- 7 • Accept application from voter.
- 8 • Obtain appropriate ballot and write the word "Provisional" and the PCT number of the voter's eligible precinct (where the voter has lived 30 or more days) on the ballot.
- 9 • Present voter with ballot, provisional application and envelope and provisional instructions.
- 10 • Provide voter with verbal instructions on voting ballot in private, placing voted ballot in envelope and returning voted ballot sealed in the provisional envelope.
- 11 • If applicable, provide voter with verbal instructions on time for providing the county board of elections with acceptable ID under HAVA.



Provisional Voter Instructions

1

Provisional Voting Reason

- Here are your **Provisional Voter Instructions**. These instructions explain the reason you were offered a provisional ballot.

2

PIN

- Your **Provisional Identification Number** or **PIN** is on these instructions. You should use the **PIN** to check the status of your provisional application. You may check the status no earlier than 10 days after the date of the election.

3

HAVA ID

- If you voted provisionally due to **No Acceptable ID** because you were required to show an acceptable form of ID under the **Help America Vote Act**, you must provide the county board of elections with your ID no later than the close of business on the day before the county canvass.

4

County Canvass Day

- The county canvass will be held **10 days** after Election Day.”





Election Official Provisional Voting Checklist

Provisional Voter Application

- Voter must sign.
- Note whether voter provided HAVA ID, if applicable.
- Make additional notations, if necessary.

Ballot

- Write "Provisional" on ballot.
- Write Precinct # on the ballot of the precinct in which the voter is eligible to vote. (Tip: This may not be the precinct in which the voter is casting their provisional ballot. This is the proper precinct based on where the voter lived for 30 or more days before election day.)

Ballot Envelope

- Affix application to envelope.

Provisional Voter Instructions

- If applicable, provide voter with date and time to present HAVA ID to Board of Elections office.
- Provide voter with instructions for checking status of provisional application.



Help America Vote Act (HAVA)

A **first-time** North Carolina voter who:

- registered to vote,
- did not provide acceptable identification information at the time of his or her registration and
- has not previously voted in an election for federal office in North Carolina shall

Show **one** of the forms of acceptable ID when he or she presents to vote:

- a current and valid photo identification
- a copy of one of the following that shows the name and address of the voter: a current utility bill, bank statement, government check, paycheck, or other government document

If the first-time voter does not show one of the forms of ID noted above, the voter must be offered the opportunity to cast a **provisional ballot**.



No Acceptable ID (HAVA) Voter Does Not Have Acceptable ID

"I understand that you are not able to present an ID at this time. That's not a problem; you may still vote today by casting a provisional ballot."

"**Provisional voting** is a fail-safe method that will permit you to vote today and allow the board of elections to verify your voting eligibility after Election Day."

"In order for your provisional to count, you will simply need to provide the county board of elections with one of the forms of ID identified on the Notice to Voters with No Acceptable ID no later than the close of business on the day before the county canvass. The county canvass date is 10 days after the date of this election."





No Acceptable ID (HAVA) Voter Unwilling to Provide ID

“Thank you for understanding that I am here to carry out the duties required by law. Our goal is to accommodate you in a courteous and expedient manner. **The Help America Vote Act or HAVA requires that you show us an ID.** If you decide not to present acceptable ID under HAVA, we will be **unable to issue you a regular ballot**, but you may cast a **provisional ballot.**”

“**Provisional voting** is a fail-safe method that will permit you to vote today and allow the board of elections to verify your voting eligibility after Election Day.”

“If you decide to cast a provisional ballot, you must submit an acceptable HAVA ID to the county board of elections office no later than close of business on **the day before the county canvass** in order for that ballot to be counted.”

“If it can be confirmed that you are eligible to vote in this election, your provisional ballot will be counted before the results of this election are final.”





No Record of Registration (Same-Day Registration and Voting at One-stop Sites)

An individual who is qualified to vote may register in person and then vote at a one-stop voting site in that person's county of residence during the one-stop absentee voting period. To register to vote, the person shall complete a voter registration application and provide **proof of residence**. The acceptable documents that may be used to provide proof of residence include:

- a North Carolina driver license
- a photo ID from a government agency
- a copy of one of the following that shows the name and address of the voter: a current utility bill, bank statement, government check, paycheck, or other government document

A same-day registrant may vote a regular one-stop absentee ballot immediately after registering. If the person declines to vote immediately, the voter registration application shall still be accepted. The registrant may later return to a one-stop site in that county and cast a ballot; however, the registrant may not wait to cast their ballot on election day.

The one-stop election official shall give all same day registrants a **Notice to Same-Day Registrant** document.



No Record of Registration (Same-Day Registration During One-stop Absentee Voting)

“We cannot locate a voter record for you, but the law permits you to register to vote and vote on the same day during the one-stop absentee voting period.”

“To use Same-Day Registration, you must complete a voter registration application and show **proof of your residential address** in this county. You may use one of the following that shows your current address:”

- a North Carolina drivers license or state-issued identification card
- a photo ID from a government agency or
- Identity Document - a current utility bill, bank statement, government check, paycheck, or other government document that shows your name and address.

“You may cast a ballot today, but your voter registration application will be processed by the board of elections to ensure that you are qualified to vote. This process will include sending you a verification mailing to confirm your address by mail. Your vote will be counted unless the county board of elections determines that you are not qualified to vote at the address provided.”





No Record of Registration (If Same-Day Registration is Not Allowed)

"We cannot locate a record for you in the voter list. To avoid further delay, let us have you vote provisionally. This process will give the board of elections time to research your registration."

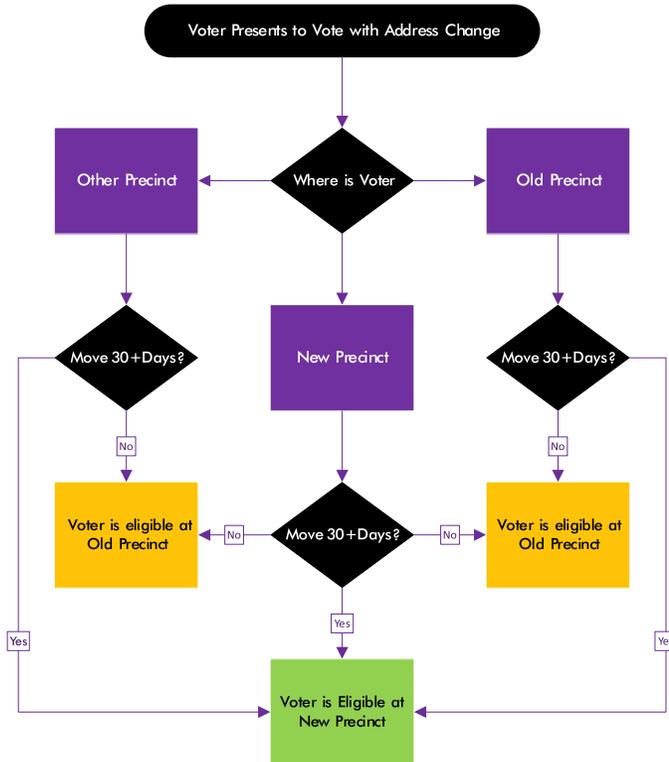
"Provisional voting is a fail-safe method of voting that will permit you to cast a vote today and allow the board of elections to verify your voting eligibility after Election Day. This process will give the board of elections time to research your registration."

"Provisional ballots are placed in secure envelopes that will only be opened if it is determined that you are qualified and eligible to vote. This process gives the board of elections time to research your registration. If it can be determined that you are registered and qualified to vote here, your ballot will be counted **before the results of this election are made final.**"





Address Provided by Voter Does Not Match Address in Voter Record



Review Next Page to Determine Where Voter Should Vote.

Unreported Moves

Voters with unreported moves more than 30 days are eligible to vote at their new precinct, a central location, or may vote a provisional ballot at their old precinct.

If voter presents at a precinct other than proper precinct, offer the voter a provisional ballot.

The county board of elections will make the determination as to whether it is appropriate to count the ballot based on current North Carolina law.



Unreported Move Guidance (General)

Moved **30 or more days** to a new precinct in same county where registered.

- **Presents at precinct of old address:** Transfer voter to new precinct. If voter chooses not to be transferred, offer voter a provisional ballot - *Unreported Move*.
- **Presents at precinct of new address:** Transfer voter into new precinct. Offer regular ballot only if you inform old precinct and have staff there mark voter as voted in their poll book or offer provisional ballot - *Unreported Move*.

Moved **less than 30 days** ago to new precinct in same county where registered.

- **Presents at precinct of old address:** Offer voter regular ballot. Provide voter with voter registration application to complete for future update.
- **Presents at precinct of new address:** Refer voter to old precinct. If voter chooses not to go to old precinct, offer a provisional ballot - *Incorrect Precinct*.

Moved **30 or more days** ago within the same precinct in the same county where registered.

- Offer voter regular ballot after completing address update and determining ballot style (which may be different even within the same precinct).

Moved **less than 30 days** ago within the same precinct in the same county where registered.

- Offer voter regular ballot based on previous address. Provide voter with voter registration application to complete for future update. Do not update address at this point because ballot style may be affected.

Moved into county from another county or state and **did not register by deadline:**

- Offer voter registration application. If voter insists on voting, offer provisional ballot.



Unreported Move – Precinct Transfer Guidance

If feasible, the new precinct will contact an "Unreported Move" voter's previous precinct and confirm the following:

- Voter is registered in the county.
- Voter has not yet voted in the election.

If the voter's registration and eligibility to vote is confirmed, the voter may be **transferred** into the new precinct and given a regular ballot.

Be sure to alert staff of the previous precinct to mark the voter's record as **transferred**.

If it is not feasible for the new precinct to contact the voter's previous precinct, the voter should be offered a **provisional ballot**.



Unreported Move (New or Central Precinct)

"You must vote a provisional ballot today because your **name is not on the voter list in this precinct**. Since your registration is still tied to your old address, your name is on the voter list in your old precinct."

"**Provisional voting** is a fail-safe method that will permit you to vote today and allow the board of elections to verify your voting eligibility after Election Day."

"Provisional ballots are placed in secure envelopes that will only be opened if it is determined that you are qualified and eligible to vote."

"If it can be determined that you are registered and qualified to vote here, your ballot will be counted **before the results of this election are made final**."





Unreported Move (Old Precinct)

"You moved from this precinct 30 or more days ago.
This is no longer your proper precinct."

"Therefore, we are unable to issue you a regular ballot here today. We can either complete a transfer form that you must take to your new precinct so that you may cast a regular ballot there, **or** you may cast a **provisional ballot** here today."

"**Provisional voting** is a fail-safe method of voting that will permit you to cast a ballot today and allow the board of elections to verify your voting eligibility after election day."

"Provisional ballots are placed in secure envelopes that will only be opened if it is determined that you are qualified and eligible to vote. If it can be determined that you are registered and qualified to vote in this election, any contests in which you are eligible to vote will be counted **before the results of this election are made final.**"





Previously Removed

“The county board of elections must research your voter registration issue; although we are unable to issue you a regular ballot, you may cast a provisional ballot.”

“**Provisional voting** is a fail-safe method that will permit you to vote today, yet allow the board of elections to verify your voting eligibility after Election Day.”

“Provisional ballots are placed in secure envelopes that will only be opened if it is determined that you are qualified and eligible to vote. If it can be determined that you are registered and qualified to vote here, your ballot will be counted **before the results of this election are made final.**”





Unrecognized Address (Geocode Issue)

"We were **unable to locate your address** in our voter registration system. Since we must have your address to determine your proper voting districts, we are unable to issue you a regular ballot today. You may cast a provisional ballot."

"**Provisional voting** is a fail-safe method that will permit you to vote today, yet allow the board of elections to verify your voting eligibility after Election Day. A provisional ballot gives the board of elections time to research your address to determine your correct voting districts."

"Provisional ballots are placed in secure envelopes that will only be opened if it is determined that you are qualified and eligible to vote. If it can be determined that you are registered and qualified to vote here, your ballot will be counted **before the results of this election are made final.**"





Incorrect Precinct

(Election Day Only – Voter has not moved and the voter has presented to vote in a precinct in which voter is not eligible)

“On Election Day, you must go to your proper precinct **to receive your correct ballot style**. Your proper precinct is the polling place for the precinct that is based on the address where you have resided for at least **30 days prior to today**. The ballot in your proper precinct will include all of the contests for which you are eligible to vote.”

“Since you are not at the polling place for your proper precinct, we are unable to issue you a regular ballot, but you may cast a provisional ballot.”

“**Provisional voting** is a fail-safe method that will permit you to vote today, yet allow the board of elections to verify your voting eligibility after Election Day.”

“Provisional ballots are placed in secure envelopes that will only be opened if it is determined that you are qualified and eligible to vote. If it can be determined that you are registered and qualified to vote here, your ballot will be counted **before the results of this election are made final.**”





Incorrect Party

“According to our records, you are registered as a [party]. You have asked to vote a [other party] ballot. You are not currently eligible to vote a [other party] ballot as a regular ballot; however, I can give you a provisional ballot of this style.”

“**Provisional voting** is a fail-safe method that will permit you to vote today, yet allow the board of elections to verify your voting eligibility after Election Day.”

“Provisional ballots are placed in secure envelopes that will only be opened if it is determined that you are qualified and eligible to vote. If it can be determined by the [county] board of elections that you are qualified and eligible to vote a [other party] ballot, your ballot will be counted **before the results of this election are made final.**”





Voter Already Voted

“Our voter records show that you have already voted in this election. We are unable to issue you a regular ballot today, but you may cast a provisional ballot.”

“**Provisional voting** is a fail-safe method that will permit you to vote today, yet allow the board of elections to verify your voting eligibility after Election Day.”

“Provisional ballots are placed in secure envelopes that will only be opened if it is determined that you are qualified and eligible to vote. If it can be determined that you are registered and qualified to vote here, your ballot will be counted **before the results of this election are made final.**”





Jurisdiction Dispute (*No Eligible Ballot Style*)

"Your voter record lists the election contests in which you are qualified to vote. For this election, there are **no eligible contests for which you may vote**. If you believe that you are qualified to vote in contests that are not listed on your voter record and desire to vote, I may offer you a provisional ballot."

"Again, we are unable to issue you a regular ballot today, but you may cast a provisional ballot."

"**Provisional voting** is a fail-safe method that will permit you to vote today, yet allow the board of elections to verify your voting eligibility after Election Day. A provisional ballot gives the board of elections to research your address to determine your correct voting districts."

"Provisional ballots are placed in secure envelopes that will only be opened if it is determined that you are qualified and eligible to vote. If it can be determined that you are registered and qualified to vote here, your ballot will be counted **before the results of this election are made final**."





Jurisdiction Dispute (*Disputed Contests*)

“Your voter record lists the election contests in which you are qualified to vote. These eligible contests are on your assigned ballot. If you believe that you are qualified to vote in election contests that are not listed on your voter record and desire an alternative ballot, you may cast that ballot provisionally.”

“Again, we are unable to issue you a regular ballot today, but you may cast a provisional ballot.”

“**Provisional voting** is a fail-safe method that will permit you to vote today, yet allow the board of elections to verify your voting eligibility after Election Day. A provisional ballot will permit the board of elections to research your address to determine your correct voting districts.”

“Provisional ballots are placed in secure envelopes that will only be opened if it is determined that you are qualified and eligible to vote. If it can be determined that you are registered and qualified to vote here, your ballot will be counted **before the results of this election are made final.**”





Voting During Extended Hours

“Due to [a delay in opening the polls] [an interruption in voting], this voting site has been ordered by [the State Board of Elections] [a state/Federal Court] to extend the hours of voting until [time] p.m. North Carolina law requires all voters who vote after the statutory poll closing time of 7:30 p.m. by virtue of a federal or State court order may vote under the provisions of that order only by using a provisional official ballot.”

“**Provisional voting** is a fail-safe method that will permit you to vote today. The ballots are placed in secure envelopes and will be opened and counted after election day, as long as the decision to extend the voting hours is deemed proper. This determination will be made before the results of this election are made final.”





Ballot Station Procedures (*Optical Scan*)

- 1 Receive vote authorizing document from voter.
- 2 Review carefully. Ensure voter has signed the form.
- 3 Pull appropriate ballot.
- 4 If your voting site has more than one ballot style, use VBT scanner to match vote authorizing document with ballot style issued.
- 5 Record absentee application number on ballot (one-stop voting only).
- 6 Record precinct on ballot (if applicable).
- 7 Sequentially number the vote authorizing document (if applicable).
- 8 Direct voter to the voting equipment.



Ballot Station Procedures (*Electronic*)

1

Receive vote authorizing document from voter.

2

Review carefully. Ensure voter has signed the form.

3

Take voter to voting equipment.

4

Select proper precinct and ballot.

5

Enter absentee application number for ballot (one-stop voting only).

6

Return vote authorizing document to Ballot Station and sequentially number the form, if applicable.



Ballot Issues

If a voter returns to the ballot table with a **jurisdiction dispute** or **party dispute**

- Confirm that correct ballot was issued.
- Place a mark through ballot and write "Ballot Dispute."
- Locate voter's ATV or One-stop application.
- If incorrect ballot was issued, issue the correct ballot.
- If correct ballot was issued, then write "Ballot Dispute" on form and refer voter to Help Station.
- **Note:** After issuance of a ballot, the voter has begun the act of voting. If voter leaves the voting enclosure without casting a ballot, he cannot be issued another regular ballot.

If voter **decides not to vote**

- Accept ballot from voter.
- Place a mark through ballot and write "Voter Decided Not to Vote."
- Locate voter's ATV or One-stop application (write "Decided Not to Vote" on form).
- **Note:** After issuance of a ballot, the voter has begun the act of voting. If voter leaves the voting enclosure without casting a ballot, he cannot be issued another regular ballot.

If a voter makes a **mistake** on a paper ballot

- Place a mark through ballot and write "Spoiled."
- Record voter's information on a Spoiled Ballot Log.
- Place spoiled ballot into the spoiled ballot envelope.
- Issue voter a replacement ballot. A voter may not receive more than three replacement ballots.
- Do not make any changes to ATV or one-stop application.



Voter Assistance: Who is Entitled to Assistance?

Certain voters may receive assistance from anyone of the voter's choice except the voter's employer or agent of that employer or an officer or agent of the voter's union.

Unable to Enter

- A voter who, due to physical disability, is unable to enter the voting booth without assistance.

Physical Disability

- A voter who, due to physical disability, is unable to mark a ballot without assistance.

Illiteracy

- A voter who, due to illiteracy, is unable to mark a ballot without assistance.

Blind

- A voter who, due to blindness, is unable to enter the voting booth or mark a ballot without assistance.



Voter Assistance: Who May Assist?

Any voter may receive assistance from a **near relative**:

Types of Assistance:

- Marking a ballot
- Entering and exiting the voting enclosure

Near Relative Defined:

- Spouse
- Brother/Sister
- Parent/Grandparent
- Child/Grandchild
- Mother-in-law/Father-in-law
- Daughter-in-law/Son-in-law
- Stepparent/Stepchild



Voter Assistance: Improper Assistance

May Not Assist

- A voter's employer or agent of that employer or an officer or agent of the voter's union may not provide assistance to a voter.

May Not Induce

- The person rendering assistance shall not in any manner seek to persuade or induce any voter to cast any vote in any particular way.

May Not Keep Records

- The person rendering assistance shall not make or keep any memorandum of anything that occurs within the voting booth.

May Not Disclose Vote

- The person rendering assistance shall not, directly or indirectly, reveal to any person how the assisted voter marked ballots unless the person rendering assistance is called upon to testify in a judicial proceeding for a violation of the election laws.



NC VOTING SITE STATION GUIDE



NORTH CAROLINA

State Board *of* Elections

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