



# HELP STATION MANUAL



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# Provisional Voting Overview

## Law and rules

One of the guarantees provided by the Help America Vote Act of 2002 [HAVA] is that a voter who believes they are entitled to vote will be provided that opportunity. North Carolina law requires that when there are questions about a voter's eligibility, the voter must be provided a provisional ballot.

## What is provisional voting?

When a voter's eligibility to vote in any given election is in question, the voter will be offered a provisional ballot. Provisional means conditional – the ability to have the vote counted is conditioned on the determination, after research, that the voter was in fact eligible to vote in any of the contests on the ballot.

A provisional ballot looks like any other ballot; however, the ballot does not get inserted into the tabulator. Instead, a provisional application and the ballot are completed by the voter. The application will contain information about the voter and the provisional voting reason. This application is placed in a clear sleeve on the outside of a provisional voting envelope. The voter completes and seals the ballot on the inside of the envelope where it remains private.

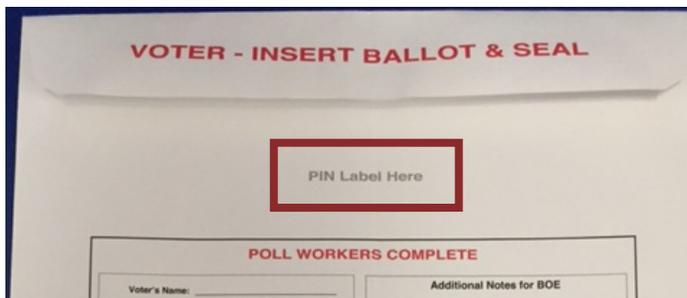
It is critical that the election official assisting with this provisional process ensures that the application and **any associated documents** are placed in the clear sleeve and are not sealed inside the envelope. The ballot will be the only item sealed within the envelope to maintain privacy and security of the ballot.

After election day, research is completed using the information provided on the application and associated documents, and the county board of elections will determine the eligibility of the voter. If the voter is determined to be eligible to vote in any, some, or all of the contests on that ballot, the provisional envelope is opened, and the ballot is counted for all eligible contests.

# Provisional Voting Procedures

## Manual

1. Accept Help Referral Form from voter.
2. Complete provisional pollbook.
3. Complete administrative section of Provisional Voting Application.
4. Affix PIN labels to poll book log, provisional application, and provisional instructions.



ROBESON COUNTY BOARD OF ELECTIONS  
[MAILING ADDRESS]  
[CITY, STATE ZIP]  
Phone: [Phone Number] • Fax: [Fax Number] • [Email Address]

**Provisional Voter Instructions**  
(How to Check the Status of Your Provisional Vote)

You were required to vote a provisional ballot today because of the following reason: \_\_\_\_\_ Election Date: \_\_\_\_\_

Your provisional ballot application will be thoroughly researched to determine whether you were eligible to vote the ballot. The County Board of Elections will meet formally to make a decision on whether to count your provisional ballot. If the Board finds that you were eligible to vote the ballot, your ballot will be counted before this election is made final.

By law, individuals who vote a provisional ballot have the right to learn if their ballot was counted. If it was not counted, the County Board of Elections will tell you the reason why it was not counted.

You may check the status of your provisional application and ballot no earlier than ten (10) days after election day using one of the following methods:

ONLINE	<a href="http://www.ncsbe.gov">www.ncsbe.gov</a> Select "Check Your Provisional Vote" Remember to Wait 10 Days	You will be asked for the following: <ul style="list-style-type: none"> <li>• County</li> <li>• Election</li> <li>• Birth Date</li> <li>• Personal Identification Number (PIN)</li> </ul> ▼ YOUR PIN ▼
CALL	[COUNTY] COUNTY BOARD OF ELECTIONS [PHONE NUMBER] (During normal business hours) Remember to Wait 10 Days	
CALL	STATE BOARD OF ELECTIONS 1-866-522-4723 (During normal business hours)	

Protect your PIN!  
Your PIN is the key to your provisional information. If you lose your PIN, you must

ROBESON COUNTY PROVISIONAL POLL BOOK  
ELECTION: 3/15/2016 - 03/15/2016 PRIMARY

POLLBOOK NO.	VOTER NAME/ADDRESS	BALLOT STYLE	PIN NUMBER
05A-000-201			ATTACH BARCODE LABEL HERE

5. Ask voter to complete and sign **Provisional Voter Application**.
6. Accept and review all forms with voter. Sign or initial where needed.
7. Obtain appropriate ballot and write the word "Provisional" and the precinct number of the voter's eligible precinct on the ballot. Present voter with ballot, provisional application and envelope with 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.

Tip: Trifold the ballot as an indicator to the exit station attendant that this is a provisional ballot and should not be placed in the tabulator.

# Provisional Voting Procedures

## SOSA/OVRD

1. Accept Help Referral Form from voter.
2. Search 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, note whether voter provided acceptable ID under HAVA.
5. Print the **Provisional Voter Application**.
6. Ask voter to sign the **Provisional Voter Application**.
7. Accept application from voter.
8. Obtain appropriate ballot and write the word “Provisional” and the precinct number of the voter’s eligible precinct 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 it 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 for HAVA.

Tip: Trifold the ballot as an indicator to the exit station attendant that this is a provisional ballot and should not be placed in the tabulator.

### **Note about electronic pollbooks:**

If using an electronic provisional pollbook, please be sure to print the provisional pollbook at the close of polls and return the provisional pollbook to your county board of elections office.

Counties that use electronic poll books must prepare for any emergency situation in which your electronic pollbook or printer is inoperable. Have pre-printed provisional materials including pin labels, provisional applications, provisional pollbooks and provisional voting instructions.

# Provisional Voter Instructions

- 1** **Provisional Voting Reason**  
Provide the voter with the **Provisional Voter Instructions**.
- 2** **PIN**  
Show the voter their **Provisional Identification Number** on the instructions. A voter can use the PIN to check the status of their provisional application. The voter must wait 10 days after the date of the election.
- 3** **HAVA ID**  
If the voter voted provisionally due to **No Acceptable ID** because of a requirement to show an acceptable form of ID under the Help America Vote Act, inform the voter that they must provide the county board of elections with the ID no later than the close of business on the day before canvass.
- 4** **County Canvass Day**  
Inform the voter that the county canvass day will be held 10 days after Election Day.

# Provisional Voting Reasons

## Voter does not have acceptable HAVA ID

A first-time registered voter who:

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

Will be asked to show one of the following forms of acceptable ID when they present to vote:

- a current and valid photo ID

**OR**

- a current utility bill, bank statement, government check, paycheck, or other government document

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

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 record of registration

### On Election Day

This is used when no record of registration for the voter can be found in the voter record. Before using this reason, the election official should be sure that the search for the voter was thorough. Try searching date of birth, variations of the name spelling, etc. If the voter cannot be found, the election official should offer a provisional ballot.

### 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 must 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 must 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 must give all same-day registrants a **Notice to Same-Day Registrant** document.

## Unreported moves

### Moved 30 or more days to address within same county

#### 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 they are eligible based on the updated address.

#### Election Day

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 **TRANSFER (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 same 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 their previous address in the county and a voter registration form to update their address in the county for future elections.

#### Election Day

On Election Day, the voter's proper precinct is based on their previous address. If the voter presents to vote at the polling place for the precinct based on their previous address, they 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, they should be referred to their 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 based on their previous address. The voter is still eligible to vote a regular ballot at the voting site based on their previous precinct. Inform the voter that they should register to vote in their new county for purposes of future elections.

## Previously removed

This is used when it is determined that a voter was previously registered in the county but the registration was canceled. 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**

## Unrecognized address

This is used when an election official is unable to locate the address stated by the voter in the county's street lookup files. Contact the county board of elections before using this reason. They can assist in trying to locate the street and ensuring the correct ballot style for the voter.

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

## Incorrect precinct

This is 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 them based on their address 30 or more days prior to Election Day.

Example: if a voter presents to a polling place because it is convenient to their work or school, but is not their eligible polling place, you would use this reason.

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

## Incorrect party

This is used only in a partisan primary when a voter insists on 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.

## Voter already voted

This is used if the voter record indicates that the voter who is presenting to vote has already cast their ballot in the election.

## Jurisdiction dispute

This is 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 their legal voting residence.

Examples:

- if the voter lives outside of a municipality and is insisting on voting in a municipal election
- a voter who wants to vote for a particular candidate that is in a jurisdiction that is outside the voter's eligible voting district and the contest is therefore not on the voter's eligible ballot

## Voted during extended hours

If the hours for voting are extended by the State Board of Elections or by a court order, all voters who vote during the extended hours **MUST** vote by provisional ballot. No voter may vote a regular ballot under these circumstances.

## Other

Use only at the direction of the county board of elections.

# Final Notes on Provisional Voting

The county board of elections makes the final decision on whether to count a ballot of a voter whose qualification or eligibility is in question.

The role of voting site officials is to put qualified and eligible voters in the best position to ensure their ballot will be counted and to provide county board members with accurate information to ensure that the county board makes the appropriate decision under the law.

Before the voter leaves the enclosure, ensure:

- Voter has completed and signed the provisional application
- Election official has signed the provisional application
- Voter has been provided instruction sheet and advised of additional steps (if any)
- Application and any additional documents are sealed in the clear sleeve on the outside of the provisional envelope
- Ballot has been sealed inside the provisional envelope