Election Day Help Desk Quick Reference Card

Role of the Help Desk

The help desk is staffed by the help desk operator and help desk assistant who serve to provide alternative voting options to voters who cannot be processed traditionally

Provisional Voting Types

New Voter Prov	In the provisional voting pane of the electronic poll book, is a button labeled "New Voter Prov." Select this when processing a provisional voter with no previous record of registration. Be sure to exhaust all search methods before proceeding with the "New Voter Prov" process
Existing Voter Prov	In the provisional voting pane of the electronic poll book, is a button labeled "Existing Voter Prov." Select this when processing a provisional voter who has a record of registration (Active, Inactive, Removed, Denied, etc.). Using this function will prepopulate data entry fields with the voter detail on file

Provisional Voting Reasons

No Record of Registration	Used when no record of registration for the voter can be found in the electronic poll book
Incorrect Party	Used during a partisan primary when a voter requests to vote a ballot in which they are not registered. Voters are not allowed to change party affiliation after the voter registration deadline.
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 days or more prior to Election Day. This will be used if the voter refuses to go to his correct precinct based on the address update/transfer process
Incorrect Precinct	Used during a partisan primary when a voter requests to vote a ballot for a party in which they are not registered. Voters are not allowed to change party affiliation after the voter registration deadline.
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 for any number of reasons (moved within state, moved to another state, felony conviction, list maintenance, sustained challenge, deceased, or other)
No Acceptable ID	Used when voter does not present acceptable identification for in-person registration during One-Stop Voting, or HAVA ID during One-Stop and on Election Day
Unrecognized Address	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 days or more 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
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 stlye, 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
Voting During Extended Hours	Used if the hours for voting are extended by the State Board of Elections or a court order. Do not use this reason unless instructed to do so by the county board of elections

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Provisional Voting Process

STEP 1	Use all search methods in attempts to locate the voter in the electronic poll book
STEP 2	If it can be determined that the voter cannot vote traditionally, click either "New Voter Prov" if the voter does not have an existing record or "Existing Voter Prov" if the voter was previously registered in New Hanover County
STEP 3	Complete all fields in red as well as first name, last four of SSN and indicate if the voter is a US citizen. Repeat information to the voter and update as necessary
STEP 4	Click "Next"
STEP 5	Either the "Proof of ID Required" or "ID Required" prompt box will appear. Ask the voter to provide one of the forms of identification listed (If voter does not have ID, click "No ID"). Click "Select"
STEP 6	Choose the "Provisional Voting Reason" and check the "Curbside" box if processing a curbside voter. If the ballot style populated in the "Ballot Style Issued" box is not listed on the ballot style by precinct report, choose the ballot style that the precinct has the most of on hand. If the ballot style is listed on your report, no further action is required. If the voter is registered as unaffiliated (In a partisan primary), you will need to choose the "Party Voted". The ballot style the voter should receive based on residential address will then populate in the "Ballot Style Issued" field
STEP 7	Click the "review" button
STEP 8	The provisional voting application will print. Click the "Vote" button. The provisional voting instructions will print
STEP 9	Record the voter's SEIMS precinct and SEIMS ballot at the bottom of the provisional application if it is not already populated • The SEIMS precinct is the home precinct of the voter and it is found in the jurisdiction list on the provisional data entry screen • The SEIMS ballot is the ballot that the voter should vote based on his home precinct and it is found in the provisional voting information section of the provisional data entry screen. Have the voter review and sign the application
STEP 10	Voter must sign the provisional voting application
STEP 11	Precinct official must sign the provisional voting application
STEP 12	Provide voter with provisional instructions printed during step 8 and inform him how to check the status of his ballot
STEP 13	The help desk assistant should take the provisional application to the ballot distribution table to receive the appropriate ballot style
STEP 14	Ensure that the ballot distributor codes the provisional ballot with the word "Provisional" and the home precinct of the voter as found on the bottom left corner of the provisional voting application where it reads "SEIMS Precinct". Take coded ballot and provisional application back to help desk
STEP 15	Use the provisional application to complete the "Poll Worker Complete" section on the back of the provisional envelope • Note that the voting precinct is the precinct that the voter is being processed
STEP 16	Place the provisional application in the clear sleeve on the back of the provisional envelope
STEP 17	Give voter the coded ballot and instruct him to sit behind yellow privacy screen or designated booth. If voter requires assistance, notify chief judge
STEP 18	Once the voter has finished, instruct him to insert ballot into envelope and use envelope sealer found in the green tackle box in the large compartment of the red suitcase to close the envelope
STEP 19	Ensure voter has the provisional voting instructions provided in step 12 and instruct him to proceed to greeter for exit
STEP 20	Place provisional envelope in the red poly-bag designated for provisional ballots. Do not seal poly-bag until instructed to do so by the chief judge

Remember, no voter should ever be turned away from the help desk!